

Sublime to Ridiculous

San Francisco VAHCS



Department of Medicine

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VA DOM NEWSLETTER IS BORN

We are proud to share with you the first edition of the VA DOM newsletter: **Sublime to Ridiculous**. We recognize that amidst world class medical care for veterans and cutting edge research & education that occur at our institution every day—there can be some, well, less salient & more frustrating aspects of life at the VA. It's important to strike a balance with how seriously we take ourselves & our mission and how to relish in the humor of it all.

Thus—we present to you a collection of stories on the most wonderful and most inane happenings within the VA DOM. In *Onion*-like format, we have included tongue-in-cheek stories with perhaps a thread of reality—but more or less made up—in an effort to inspire laughter around some daily headaches.

Our 'Irreverence Filter' has carefully screened this edition for potentially offensive material but we welcome your feedback on things it may have inadvertently missed. Please play along in the **Trivia** section.

TRAINEE TALES....

Contributed by Dr. Susie Wlodarczyk

Dr. James Frank has started a novel CIEx (aka "kicks" or Clinical Immersive Experience), a new elective for third year medical students in the VA ICU. Early learners have not previously rotated in the ICU, making this a unique opportunity for third year students at UCSF to learn about the care of critically ill patients. When asked about the experience of having students in the ICU, Dr. Frank said they have really enjoyed having them and "they bring an enthusiasm to learn that is transformative for the whole team."

Next time you are in the VA ICU, look for the MS3 who is learning the fundamentals of ventilator management or point of care ultrasound as part of this incredible new CIEx!

TELEHEALTH AND PRIMARY CARE AT SFVA

An early pioneer in the implementation of EHRs, the VA continues to innovate on a large scale in the technology sector. Leveraging its integrated system and established PACT model, new Virtual PACTs have been rolled out, headquartered at large, often academic medical centers, providing remote, real-time video care to those with the greatest need.

Based on the model developed at the Boise VA, the SFVA has launched a Tele-Primary Care Hub that leverages the resources of Hub-dedicated primary care providers, pharmacists, nurses, social workers, psychologists, health coaches, and medical assistants to provide care to our outpatient clinics most in need. VA outpatient clinics in heavily rural Northern California (Eureka, Ukiah, Clearlake...etc.) have difficulty with understaffing, particularly with respect to providers, and these Virtual Integrated Multisite Patient Aligned Care Teams (V-IMPACT) are an opportunity for remote care delivery and improved access.



Patient during telehealth encounter

The SFVA healthcare system delivered over 2,000 Tele-PC visits in the last year, almost exclusively to heavily rural areas, all in conjunction with UCSF General Internal Medicine Faculty. The program continues to grow and was awarded a \$2.83 million dollar grant by the Office of Rural Health for 2018 to support and expand these efforts.

Contributed by Dr. Salomeh Keyhani



Medicine is always a work in progress...

INSIDE THIS ISSUE

Sublime

Morale Compass	2
Goodbye... Hello	2-3
Featured Faculty	3
Show me the Money	3
Bust My Buttons	3

Ridiculous

DSS Mapping	4
Preschoolers Unionize	4
Garbage Collected	4
Grunfeld Ropes Course	4
Maslow's Heirarchy	5

KEN'S KORNER

TRIVIA

IMPORTANT DATES

SUGGESTIONS

MORALE COMPASS

NOT MORAL



Good Reads

BOOK *Best Care Anywhere Why the VA Health Care is Better than Yours* Phillip Longman 2011

Read how the VA system may be the most efficient and adaptable of all health care systems—and one the nation should hold as an example as we work toward integrated care.

ARTICLE *A VA hospital you may not know: the Final Salute, and how much we doctors care. The Conversation.* Sanjay Saint, MD 2018

Why I work at the VA

Chris Sha, Primary Care

"I love working with incredibly soulful people who are clearly great providers, and also have sincere and loving natures. It's been a total joy to be in a rich clinical environment, and also feel personal growth from all the support and mentorship from the people around me."

Naomi Anker, Nephrology

"I feel very lucky that I get to work here. Providing care for Veterans and their family members is an honor. Doing so as part of a team along with UCSF trainees and colleagues that I admire and am constantly learning from is icing on the cake!"

Ben Davoren, Heme/Onc

Comradery
Flexibility
Commitment

"I love working here because we have the luxury of being able to do the right thing for our patients."

YOU SAY GOODBYE...

GOODBYE

Kenneth Feingold, MD Endocrinology

The San Francisco VAMC bids a fond and bittersweet farewell to an anchor of the Endocrine-Metabolism Section with the retirement of a devoted researcher, physician, clinic chief, and teacher – Dr. Ken Feingold. Ken moved his career west from New York, where he got his MD at the State University of New York in Syracuse (1974), next to Madison, where he did his residency at the University of Wisconsin (1974-77), and finally settled down in San Francisco in 1977 as a UCSF Endocrine/Metabolism clinical fellow. He rose through the ranks as a researcher in lipid biology becoming full professor in both Medicine and Dermatology in 1992. He was the first to show that the intestine was a strong contributor to the hyperlipidemia of diabetes. Collaborating with Dr. Carl Grunfeld, he figured out the role of inflammatory cytokines in the hyperlipidemia of infection. Ken won the respect and admiration of all who worked in his lab, for his rigorous standards for conducting research and his elegant experimental design. He was Clinic Chief for 14 years and a favorite attending of trainees and students. UCSF Endocrine fellows bestowed on him in 2015 the highest teaching award- the Dr. John Karam Excellence in Teaching Award - for instilling in them the love for clinical medicine. Ken will continue to occasionally attend in clinic, write for Endotext.org and edit numerous journals. However, he has shifted his focus more to his love for tennis, hiking and fishing in his lake home in Michigan. He will be most keenly missed!

Contributed by Drs. Dolores Shoback and Carl Grunfeld



George Caughey, MD Pulmonology

George H. Caughey, MD retired in February from the SFVA and in December from UCSF, where he was the inaugural recipient of the Julius and Lillian Nadel Endowed Chair, and where he continues as Professor Emeritus. Dr. Caughey was recruited to the SFVA in 2004 to take on the Chief of Pulmonary/Critical Care Medicine. During the ensuing 13 years, he was PI of more than \$20 million in NIH and other extramural grants. Under his tenure, the division underwent major expansions of clinical, teaching and administrative responsibilities of the Section in sleep medicine, lung cancer screening, nodule tracking, interventional pulmonology, respiratory therapy, code simulation, and resuscitation services. While enjoying a local reputation as a skilled clinician and teacher, Dr. Caughey is more widely known as a physician-scientist recognized for his expertise in mast cells, proteases, and lung immunology, with clinical applications ranging from asthma and cystic fibrosis to sepsis and lung transplantation. Dr. Caughey will sorely miss his pulmonary colleagues and VA patients, to whom he will always be grateful and with whom he forged lasting bonds. Although retired from VA-based duties, Dr. Caughey plans to continue writing, consulting and advisory activities, while focusing far more attention than previously possible on interests shared with his wife Michelle Caughey, who just retired from a distinguished executive career at Kaiser Permanente. Among these interests are apples, fungi, their New Hampshire farm and four grandchildren.



Amy Noack, MD Primary Care Amy came to the SFVA in July 2008 to work in the Downtown Clinic. Because of her excellent care, high energy level, and passion for treating the homeless, she was quickly named Clinic Director in 2009 and subsequently Chief of Primary Care in 2014. She also co-led the development of Primary Care Telehealth. Amy will be taking on an exciting new clinical role at the Portland VA and leaving her SFVA post mid-April. In 2017 Amy received the prestigious national VA Wolcott Award for Excellence in Clinical Care Delivery. Thank you for your service to the SFVA, Amy!



SFVA Downtown Clinic

HELLO, HELLO Carling Ursem, MD Oncology

We are thrilled to announce that Dr. Carling Ursem has joined the SFVA Hematology/Oncology Faculty as an Assistant Clinical Professor of Medicine, joint appointment with UCSF. She is a distinguished graduate of Columbia University Medical School, Duke University Internal Medicine Residency, and our very own UCSF Hematology/Oncology Fellowship. Her recent clinical and research work has been focused on the fields of GI, GU and Geriatric Oncology. During her training, she has won numerous awards for teaching and clinical excellence. She also completed the T32 Aging Research Fellowship, and recently presented her research work at GI and GU ASCO. We anticipate that her expertise will elevate our educational, clinical and research efforts at the SFVA Hematology/Oncology Program and look forward to an exciting and productive future. Welcome, Carling!



Contributed by Dr. Sunny Wang

SCHOW ME THE MONEY

◆ **Dr. Gabby Schmajuk** of Rheumatology was awarded her RO1 Start date 4/1/18. Title: Incorporating PRO Data into RA Clinical Encounters using Health-IT, "PACT"

◆ **Dr. David Schopfer** of Cardiology was awarded a K23. Start date 2/1/18. Title: Home-Based Cardiac Rehabilitation for Patients with Ischemic Heart Disease

◆ **Dr. Dolores Shoback** of Metabolism & Endocrinology was awarded her RIIR (Merit award). Title: Novel Combination Therapy for Osteoporosis in Men



MAKING THE VA PROUD

◆ **Kenneth Covinsky, MD**, of Geriatrics was awarded the 2017-18 UCSF Academic Senate Distinction in Mentoring Award.

◆ **Tiffany Kim, MD**, Women's Fellow and Post-Doc in Endocrinology was awarded the F. John Haddad Young Investigator Award recognizing her as one of the best postdocs in the bone field, by The American Society for Bone and Mineral Research (ASBMR)

◆ **Jeffrey Kohlwes, MD, MPH**, of Medicine was awarded the 2017-18 UCSF Academic Senate Distinction in Teaching Award

◆ **Sunny Wang, MD**, of Oncology and **Kimberly Cantero** from UCSF/VA admin were selected to participate in the 2018 UC Systemwide Women's Initiative for Professional Development



FEATURED FACULTY

Meet Nate Baskin

Locums to Lifer

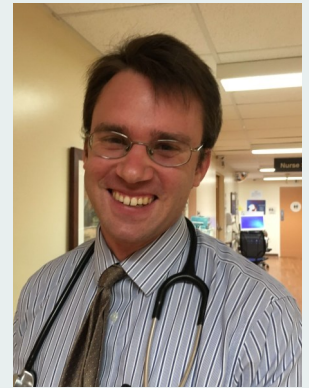
Walking out into the morning sun, Nate delivers a smile despite having admitted nine patients during his overnight hospitalist shift. Always cheerful—and routinely admired for his dedication to the clinical mission of the VA, Nate was a decided 'boon' for the Hospitalist section.

Following graduation from residency at Baylor in 2014, he set out to explore nationwide locum tenens opportunities. He'd always enjoyed travelling and hoped for exposure to different systems of care while solidifying his clinical skills. Nate first worked at Albany General Hospital in Oregon, a 79-bed community hospital just over an hour south of Portland, where he was responsible for reading stress tests, critical care management, and specialty care of many patients (eg: nephrotic syndrome). His second tenure was with none other than the San Francisco VA Hospitalist Section.

After Nate's first year on the job, all were hopeful he would consider staying on to join the faculty. And while this cut his original plan short, Nate admits to having been excited to "... join a group of committed, kind, and talented clinicians dedicated to the mission of improving health care for veterans...and to be affiliated with a world class research institution like UCSF." Suffice it to say, the hospitalist section succeeded in convincing Nate of his unique fit into the diverse and growing group. Since that time, his thoughtful & positive presence has touched many patients; including one long-term inpatient (a musician)—for whom Nate purchased a used guitar to help him better pass the time.

When asked why he enjoys working at the VA, Nate without hesitation notes "*the patient population for whom we provide care as well as the dedicated staff ... Everyone from the janitors to physical therapists to nurses to physicians to chiefs of staff are focused on how to improve care ... and willing to support innovative ideas to achieve this goal.*"

When Nate is not in the hospital hallway with a stethoscope around his neck, you may find him on local hiking and running trails, in Bolinas Bay in his inflatable kayak, or with a guitar slung around his neck, trying to 'drum' up band members. He extends an open & earnest invitation to anyone interested in a jam session. 'S-F-V-A... sfva' (to the tune of YMCA)



◆ VAs Office of Academic Affiliations (OAA) sent an official letter of accolade and appreciation to the **SFVA Center of Excellence in Primary Care Education** (EdPACT), acknowledging how "*impactful this project has been for VA and the nation. Without your vision and support our work could not have been possible.*"

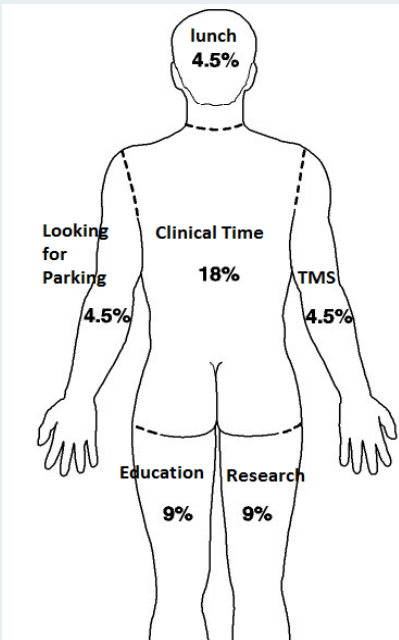
◆ **Amy Noack, MD**, of Primary Care, was honored with the 2017 Wolcott Award from the national VA Patient Care Services for Excellence in Clinical Care Delivery

HALT: YOU'VE BEEN MAPPED!

If you've seen Associate Chief of Medicine Josue Zapata peering around the corners of your office or clinic lately, he's not just looking for the restroom.

The VA has emphasized in recent years the importance of accurate labor mapping for all physicians. This means ensuring we know how much of your effort is spent teaching, caring for patients, and completing your TMS modules.

"If you thought you were immune, think again," warns Zapata. "Next year this stuff will be incorporated into tax code."



LANDS END PRESCHOOLERS UNIONIZE

"We've had enough!" said 4-year old Wesley Harper, son to proud parents Michael Harper and Heather Nye. "First it was sink holes in the play-yard causing closure of our outdoor space, then snack time was shortened and made into HEALTHY food only."

Preschoolers banded together at long last to make their voices heard when Share & Show was cancelled and superhero capes outlawed at the school.

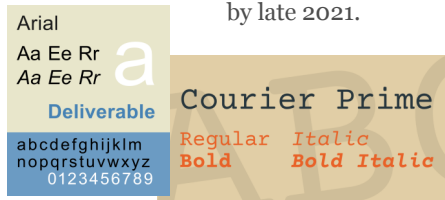
"There are still a lot of great things about it here—including Michael Jackson dance parties," said one student. Negotiations

are scheduled to begin next month—at which time representatives from the infant and toddler rooms will join preschoolers in negotiations with administration.



NEW FONT ADDED TO CPRS

After a great eight-year debate and several contract bidding wars, a decision to include 'Ariel' font in CPRS has been made. This will complement the already popular 'courier' font circa 1982 and is expected to revolutionize the documentation experience. We anticipate that new font capabilities will be rolled out by late 2021.



*"Today is a good day."
Kenneth McQuaid, MD*

GARBAGE COLLECTED ON 1A

"Today is a good day," spoke DOM Chief Dr. Kenneth McQuaid when he could see the wall across from his office, previously long occupied by a black dumpster. Having just returned from Target for cleaning supplies for his office bathroom, Dr. McQuaid was delighted to see progress in a longstanding area of concern.

"Now that the hiring freeze has lifted, environmental staff is back! I am hopeful this means geriatricians and hospitalists can lay down their vacuums and get on with the business of being doctors again," McQuaid stated.



GRUNFELD CREATES ROPES COURSE

Let's face it folks, the funding environment is only getting tougher. Carl Grunfeld, MD, perhaps knows this better than anyone, having been the head of Research at the SFVA since ropes were invented.

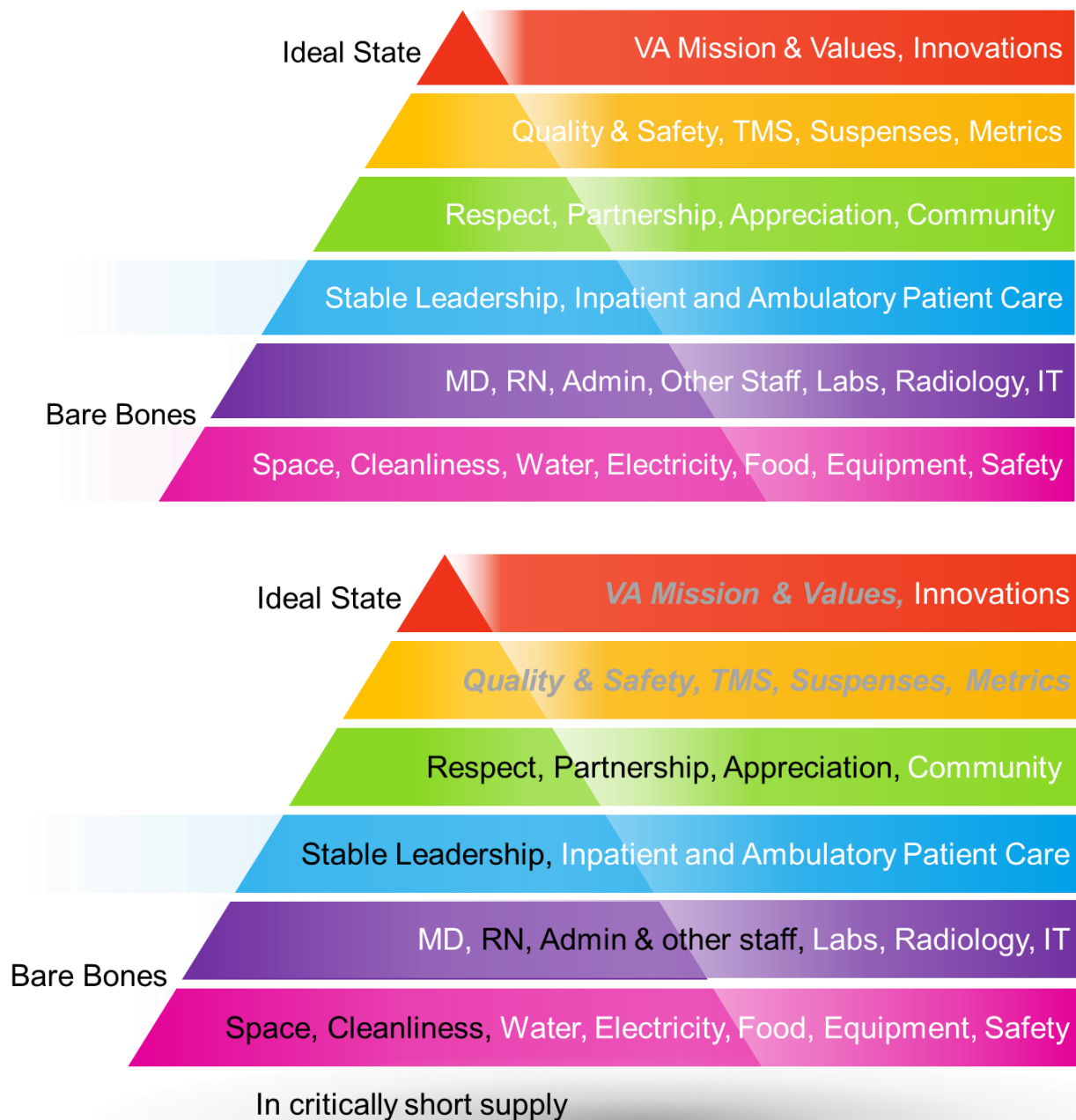
Dr. Grunfeld decided to take matters into his own hands this year to better prepare VA researchers for the treacherous NIH waters. Excess funding at the end of the fiscal year will be awarded to the most 'fit' contenders in a nearby ropes course, eliminating the nuisance of evaluating lengthy proposals.

"A ropes course! What could possibly go wrong?," he exclaimed after announcing the competition. While several faculty struggled to understand the relevance of walking tight-ropes and wooden beams mid-air, Grunfeld pointed out the layers of teamwork required to navigate the course and the 'funding line' metaphor. "Plus, it's fun!" May the best investigator win!

MASLOW'S HEIRARCHY HITS HOME : GETTING TO THE TOP

We've spent some time thinking about morale for providers at the SFVA and have heard similar frustrations bubble to the top each year. While some seem menial, we recognize the importance of basic needs to achieve ideal function. To better describe the function of the hospital, all its moving pieces and competing priorities, we constructed a pyramid with levels starting at bare bones necessities and climbing to the ideal state. With the challenges our VA is facing, the current state is top heavy and under-supported at the base. While no clear solution is in sight to remedy this, we felt it was a good place to start to better understand why small things (workspace cleanliness) can make big differences in the morale and healthy function of our various departments. We welcome your thoughts on the paradigm and ways in which we can buttress the system until necessary changes are made to support you. We know this is important! Please send your thoughts to heather.nye@va.gov

6 Levels of Healthy Hospital Function



KEN'S KORNER IN ALL SERIOUSNESS

My father was a newspaper editor, one of a 3rd generation of McQuaid's engaged in that noble but now struggling profession. The tradition ended with me, although I'd like to think that delivering the morning paper to my neighbors for 8 years links me in some small way to my ancestors. "Sunshine on your doorstep", is what one of my early risers called it. (Though when it was minus 30 degrees in Minnesota, he wanted that sunshine tucked behind his storm door!) I've adjusted to reading the PDF version of the NY Times, but I still miss the smell and feel of the newsprint and the ink on my fingers. It is in that tradition that I proudly celebrate the advent of our new quarterly Medical Service newsletter, "Sublime to Ridiculous". You may ask (rhetorically, I trust!), "Why another newsletter?" The short answer is: there is A LOT going on within our SFVA Medical Service community! We have over 180 paid physicians and staff, and many, many more including our fee basis,



volunteer, and retired faculty. Bob Wachter has done a superb job of connecting the department with the DOM newsletter and email alerts, but cannot provide updates of all the happenings at Ft. Miley, nor would much of this information be of interest to the broader department. As COM, I'd like to think I'm connected to what you're doing. But, the reality is that I am surprised, astounded, honored and humbled on a daily basis to learn of the amazing things all of you are doing in patient care, research, education and your communities. It's time to share!

We've designed the newsletter to reflect our Medical Service culture: passionate, fun, festive, irreverent...and a bit 'quirky'. The national and international politics and news can be a bit 'sobering' (re: depressing) at times. But, out here on Lands End, we're part of a diverse, creative community of health professionals who love what we do and care deeply about each other and the patients we serve. Let's take some time to reflect upon this gift!

As a final note, I want to thank Heather Nye serving as founder and 'Editor in Chief' of this newsletter. Please give us your feedback! All of you will need to be our cub reporters! Send us information about yourselves and each other.

"Surround yourselves with people who take their work seriously, but not themselves." Col. Colin Powell

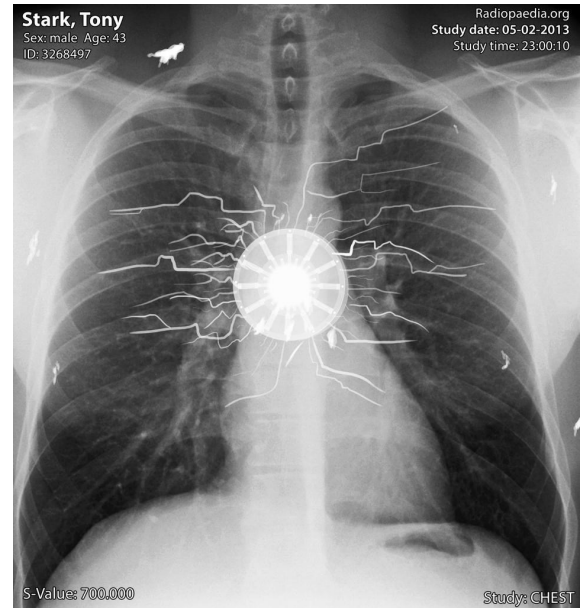
IMPORTANT DATES

- ◆ Floyd Rector Research Symposium May 15 Wed 5:30-7p
Faculty Alumni House
- ◆ Holly Smith Dinner May 17 Th 6p
St Francis Yacht Club
- ◆ SFVA Education Day May 17 10a-12p
SFVA Auditorium (abstracts due 4/17)
- ◆ Bay to Breakers May 20 Sun
- ◆ Memorial Day May 28 Mon
- ◆ Nominations, Excellence in Teaching Awards 2018 May-June
Academy of Med Ed
- ◆ Intern Last Day June 20

FUN FACTS / TRIVIA

submit your answers to
heather.nye@va.gov

1. David Daikh's favorite band
2. Name all music and/or movie references in this edition of the newsletter
3. Ken McQuaid's LEAST favorite rodent
4. Clinical Image: name the diagnosis



SUGGESTIONS

We actually mean it when we say we would love to hear your ideas, concerns & thoughts on how to make our Department (let alone this newsletter) better!

Send us your

- ◇ Good news
- ◇ Clever Trivia
- ◇ Arrivals/ Departures
- ◇ Caught in the Act (of Good)
- ◇ Good Reads
- ◇ Funding news
- ◇ Ideas for newsletter
- ◇ Important dates

We want to hear from you!

The DOM Leadership Team

Email: Heather.nye@va.gov or
Heather.nye@ucsf.edu