



Office of Graduate
Medical Education

2022-2023 REFLECT Program

Residents and Fellows Leading Interprofessional Continuous Improvement Teams

Adolescent and Young Adult Medicine Fellowship
Allergy and Immunology Fellowship
Anesthesia Critical Care Fellowship
Anesthesiology Residency
Cardiology Fellowship
Dermatology Residency & Pediatric Dermatology Fellowship
Emergency Medicine Residency
General Surgery Residency
Gynecologic Oncology Fellowship
Hematology and Oncology Fellowship
Internal Medicine Residency
Interventional Radiology Fellowship
Neonatal-Perinatal Fellowship
Neurological Surgery Residency
Neurology Residency
Obstetrics and Gynecology Residency & Maternal-Fetal Medicine Fellowship
Ophthalmology Residency
Orthopaedic Surgery Residency
Pain Medicine Fellowship
Pediatric Anesthesia Fellowship
Pediatric Critical Care Fellowship
Pediatric Endocrinology Fellowship
Pediatric Nephrology Fellowship
Pediatric Rheumatology Fellowship
Pediatrics Residency & Pediatric Hospital Medicine Fellowship
Plastic Surgery Residency
Pulmonary Disease and Critical Care Medicine Fellowship
Radiation Oncology Residency
Radiology Residency
Reproductive Endocrinology & Infertility Fellowship
Urology Residency



2022-2023 ZSFG QI Program

Resident and Fellow Performance Improvement Incentive Program

Anesthesia
Dermatology
Emergency Medicine
Family Medicine
Internal Medicine
Neurology
Obstetrics & Gynecology
Orthopedics
Pathology
Pediatrics
Psychiatry
Radiology
Surgery
Urology

Site	GME Program	Poster Title (click to view poster in virtual gallery)	Elevator Pitch
REFLECT	Adolescent and Young Adult Medicine Fellowship	Increasing Chlamydia and Gonorrhea Screening in UCSF Adolescent and Young Adult Clinic	We improved the percent of patients screened for gonorrhea and chlamydia by implementing universal screening for all patients ages 15-25 during annual physicals regardless of risk factors.
REFLECT	Allergy and Immunology Fellowship	Improving Access to Drug Allergy Care	We improved patient access to drug allergy care for patients of all racial/ethnic groups and increased completion of drug allergy testing by 20%.
REFLECT	Anesthesia Critical Care Fellowship	Improving Sedation Awakening Trials in Intensive Care Units at the Parnassus Heights Campus	During project implementation, we achieved a sedation awakening trial rate of 30% of patient sedation days (compared to a historical rate of 25%) in half of the months during the project. Several units achieved our target rate of 40% for multiple months.
REFLECT	Anesthesiology Residency	Prevention of Postoperative Nausea & Vomiting	We increased appropriate postoperative nausea and vomiting (PONV) prophylaxis rates by 21 percentage points (52% to 73%) for adult patients undergoing General Anesthesia at UCSF.
REFLECT	Cardiology Fellowship	Cardiology Morbidity and Mortality	We created an M&M conference for the Division of Cardiology and have > 80% fellow participation.
REFLECT	Dermatology Residency & Pediatric Dermatology Fellowship	Providing Educational Resources in Preferred Languages for Non-English Speaking Patients	We created comprehensive educational materials for five frequently prescribed biologic medications for Spanish, Vietnamese, Russian, Mandarin, and Cantonese speaking patients in dermatology clinics.
REFLECT	Emergency Medicine Residency	Narcan In Hand	WE IMPROVED NALOXONE DISTRIBUTION BY 25% AND INCREASE AVAILABILITY OF LIVE SAVING REVERSAL AGENT FOR PATIENTS AT RISK OF OPIOID OVERDOSE.
REFLECT	General Surgery Residency	Advance Care Planning for Acute Care Surgery	We increased the frequency of ACP documentation from 21% to 31% and standardized service workflow.
REFLECT	Gynecologic Oncology Fellowship	Reducing Over Prescription of Opioids at Discharge after Open Surgery	We reduced by 80% the number of doses of opioid medication being prescribed to 0-OME patients at discharge after open surgery.
REFLECT	Hematology and Oncology Fellowship	Improving Rates of Referrals for Fertility Preservation Among Adult Patients with Cancer	Through provider survey and conference discussion, we have been able to increase the number of referrals for fertility preservation for our cancer patients compared to 2021. We have created a Fertility Preservation Order Set in ApeX for the entire Cancer Center that went live as of 02/14/23.
REFLECT	Internal Medicine Residency	Improving Discharge Communications	We improved accuracy of "Expected Discharge Date" for hospitalized patients, meeting a target of above 63% for the past two out of five months.
REFLECT	Interventional Radiology Fellowship	Interventional Radiology Workflow Optimization by Improving 1st Case Start Times	We improved our Average 1st Case Start Times by 10 minutes, reaching our Threshold Goal of <09:15 during the Month of December. We made a 13% improvement in the number of 1st Cases STARTING earlier than 09:15.

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REFLECT	Neonatal-Perinatal Fellowship	Implementation of a Quality Improvement Project to Decrease Extubation Failure in ELBW Infants	Among ELGA/ELBW infants in the Intensive Care Nursery, extubation failure decreased from 33% to 20% after successfully increasing the rate of extubation to NAVA.
REFLECT	Neurological Surgery Residency	Discharge Transportation	WE SCREENED 88% OF PATIENTS FOR A DISCHARGE RIDE HOME.
REFLECT	Neurology	Improving After-Visit Summary (AVS) Language Concordance in Outpatient Neurology Encounters	INCREASING LANGUAGE CONCORDANT AVS IS AN ONGOING CHALLENGE AND DISEASE-SPECIFIC NON-ENGLISH DOTPHRASES HAD LESS UTILIZATION THAN EXPECTED IN GENERAL NEUROLOGY OUTPATIENT CLINIC ENCOUNTERS
REFLECT	Obstetrics and Gynecology Residency & Maternal-Fetal Medicine Fellowship	Improving Patient Experience After A Difficult Birth	62% OF PATIENTS IDENTIFIED AS HAVING A DIFFICULT BIRTH WERE CONNECTED TO POSTPARTUM RESOURCES THROUGH A NEWLY-DEVELOPED AFTER VISIT SUMMARY (AVS).
REFLECT	Ophthalmology Residency	MyChart Enrollment among Patients with Limited English Proficiency	WE INCREASED MYCHART USAGE AMONG LATINX PATIENTS WITH LIMITED ENGLISH PROFICIENCY BY 15% IN THE OPHTHALMOLOGY DEPARTMENT.
REFLECT	Orthopaedic Surgery Residency	Time to Surgery after Geriatric Hip Fracture	WE IDENTIFIED COMMON REASONS FOR DELAY, INCLUDING (1) LACK OF OPERATING ROOM AVAILABILITY, (2) OTHER SURGEON CLINICAL RESPONSIBILITIES, AND (3) UNINDICATED MEDICAL WORKUPS.
REFLECT	Pain Medicine Fellowship	Improving Pain Management with Patient-Reported Outcomes	We enhanced the patient experience by increasing the frequency of discussions of self-reported pain related outcomes measures.
REFLECT	Pediatric Anesthesia Fellowship	Pediatric Post Operative Nausea and Vomiting Prophylaxis	WE IMPROVED POST OPERATIVE NAUSEA AND VOMITING ANTIEMETIC PROPHYLAXIS ADMINISTRATION BY 7.5%.
REFLECT	Pediatric Critical Care Fellowship	Education of Frontline Providers and Piloting Orders for Early Mobility in the PICU	WE EDUCATED FRONT LINE PROVIDERS ON EARLY MOBILITY AND PILOTED EARLY MOBILITY ORDERS FOR INTERDISCIPLINARY COLLABORATION WITHIN THE PEDIATRIC INTENSIVE CARE UNIT.
REFLECT	Pediatric Endocrinology Fellowship	Improving Diabetic Retinopathy Screening Rates in the Pediatric Diabetes Population	We increased diabetic retinopathy screening rates by 26% through implementing in-clinic teleretinal screening, and improving awareness, documentation, and EHR notification.
REFLECT	Pediatric Nephrology Fellowship	Increasing pneumococcal vaccination uptake among pediatric patients with nephrotic syndrome	We doubled pneumococcal (PPSV23) vaccination prevalence among children with nephrotic syndrome in less than a year by: (1) educating our pediatric nephrologists and then (2) improving our communication with patients' primary care providers

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REFLECT	Pediatric Rheumatology Fellowship	MyChart Activation Among Spanish-Speaking Patients	We increased MyChart activation rates by 6.1% and reduced disparities for Spanish-speaking patients by identifying and assisting patients with inactive Mychart accounts prior to clinic visits.
REFLECT	Pediatrics Residency & Pediatric Hospital Medicine Fellowship	Increasing Discussions on COVID-19 Vaccinations in Pediatric Inpatient Settings	Improving discussions and rates of inpatient COVID-19 vaccinations require multifactorial changes to current workflows.
REFLECT	Plastic Surgery Residency	Providing Language Congruent Discharge Instructions on the Pediatric Plastic Surgery Service	WE ARE PROVIDING 100% OF PATIENTS WITH LANGUAGE-CONGRUENT DISCHARGE INSTRUCTIONS AFTER PEDIATRIC PLASTIC SURGERY PROCEDURES AS OF MAY 2023.
REFLECT	Pulmonary Disease and Critical Care Medicine Fellowship	Increasing Advanced Care Planning Documentation in Pulmonary Clinic	We experienced significant barriers in the clinic structure and in the way we captured ACP documentation from the electronic health record.
REFLECT	Radiation Oncology Residency	Reducing Environmental Impact in Brachytherapy OR	REDUCING BIOHAZARDOUS WASTE TO IMPROVE LONG-TERM SUSTAINABLE PRACTICES IN THE OR AND IMPROVE COMMUNITY HEALTH.
REFLECT	Radiology Residency	Standardized Reporting of Incidental Thyroid Nodules on Head & Neck CT/MR	WE ACHIEVED 97% COMPLIANCE WITH ACR GUIDELINES FOR THYROID NODULES IN 355 PATIENTS.
REFLECT	Reproductive Endocrinology & Infertility Fellowship	Improving the miscarriage management experience for patients seeking fertility care	WE IMPROVED MISCARRIAGE TISSUE CONTAMINATION BY 38-83% TO OPTIMIZE GENETIC TESTING RESULTS FOR FERTILITY PATIENTS EXPERIENCING 1st TRIMESTER LOSSES.
REFLECT	Urology Residency	The Rosetta Kidney Stone Project	WE INCREASED THE NUMBER OF PATIENTS WITH LIMITED ENGLISH PROFICIENCY RECEIVING LANGUAGE-CONCORDANT DISCHARGE INSTRUCTION TO OVER 60% AFTER CLINIC-BASED UROLOGY PROCEDURES.
ZSFG	Anesthesia	Perioperative Hyperglycemia	We improved perioperative management of hyperglycemia by 5%.
ZSFG	Dermatology	Access to Language Concordant Educational Materials for Patients with Preferred Languages Other than English (PLOE) at ZSFG Medical and Surgical Dermatology Visits	WE IMPROVED LANGUAGE CONCORDANT CARE AT ZSFG BY CREATING PATIENT EDUCATIONAL MATERIALS THAT WERE USED IN 80% OF RELEVANT ENCOUNTERS OVER 6 MONTHS FOR PATIENTS WITH PREFERRED LANGUAGES OTHER THAN ENGLISH.
ZSFG	Emergency Medicine	Lost in Interpretation: Addressing Gaps in Interpreter Use Documentation	We designed and implemented a smartphrase for interpreter use and improved documentation of interpreter use by 218%.
ZSFG	Family Medicine	Improving Tobacco Cessation Counseling	We increased tobacco cessation counseling for patients who use tobacco from 70% to 77% in the Family Health Center.
ZSFG	General Surgery Residency	Increasing Access to Advance Care Planning for Older Adults	We developed and implemented a standardized workflow for surgical ACP, which was usable by the inpatient surgery team.

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ZSFG	Internal Medicine	Increasing Syphilis Screening in At-Risk Patients Admitted to an Academic, Safety-Net Hospital	We increased rates of syphilis screening for at-risk admitted patients by 10%.
ZSFG	Neurology	Improving After-Visit Summary (AVS) Language Concordance in Outpatient Neurology Encounters	We improved language-concordance of after-visit-summaries in outpatient Neurology resident encounters by more than 20%.
ZSFG	Obstetrics & Gynecology	Social needs screening in the preoperative gynecology clinic at Zuckerberg San Francisco General Hospital	We screened 84% patients in the preoperative Gynecology clinic for social needs and connected them to community resources.
ZSFG	Orthopedics	Fragility Fracture Initiative	We improved screening for bone health in admitted patients with fragility fractures to 58%.
ZSFG	Pathology	Implementation of ThyroSeq v3 Testing for Indeterminate Thyroid Nodules in ZSFG patients	We increased access to thyroid molecular testing for indeterminant thyroid nodules by 86%.
ZSFG	Pediatrics	Implementation of routine immunization services through a pediatric urgent care clinic during the COVID-19 pandemic	OUR PEDIATRIC URGENT CARE CLINIC IMPROVED COVID VACCINATION RATE RESULTING IN ADMINISTRATION OF 7% OF ALL PEDIATRIC VACCINE DOSES IN THE SAN FRANCISCO HEALTH NETWORK, AND 10% OF ALL ADOLESCENT VACCINE DOSES.
ZSFG	Psychiatry	Chlamydia and Gonorrhea Testing in Inpatient Psychiatry at ZSFG	We increased STI testing rates of female patients on the inpatient psychiatric unit by 19% and diagnosed 12 cases of STIs.
ZSFG	Radiology	Improving Timely Attending Review and Reporting of Results for CT exams for Undomiciled Patients	We increased the number of attending reviewed timely reports for after hours CTs performed for undomiciled patients by 30%.
ZSFG	Urology	Providing Written Discharge Instructions for Non-English Speaking Patients After Outpatient Urological Surgery	We increased access to native-language discharge instructions by over 50% for patients with limited English proficiency undergoing outpatient surgery.