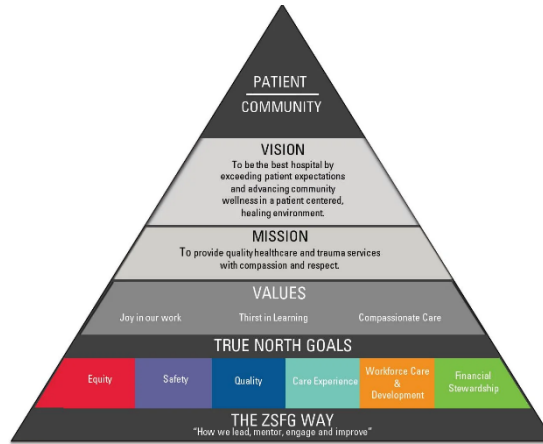


# Hospital Operations & Patient Care Report

Presented to the Health Commission – ZSFG on April 27, 2026

ZSFG Executive Team Report



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# DEVELOPING OUR PEOPLE

## 1. Recognizing Our ZSFG Social Workers



On March 27, ZSFG held a Social Work Month Celebration & Awards Ceremony. ZSFG celebrated social workers across the hospital who bridge medical care and real-world needs for patients. Working closely with clinical teams and community partners, they ensure patients receive safe, compassionate, and coordinated care — especially during life’s most difficult moments.

Thank you to everyone who joined DPH Director Dan Tsai and CEO Dr. Susan Ehrlich at the award ceremony to recognize the vital work of ZSFG’s social workers.

The team was honored with a Certificate of Honor from District 9 Supervisor Jackie Fielder, presented by Director Tsai — a meaningful acknowledgment of the profound impact social workers have across the hospital and community.

A special congratulations to this year’s awardees for exceptional service and outstanding contributions to patient care:

- Amy Kwan, 5M Women’s Health Center (DPH)
- Wyatt Barcelo, Inpatient Hospital Team (DPH)
- Caroline Belli, BHC (DPH)
- Shayla Goldlist, PES (UCSF)
- Jason Herbert, OTOP (UCSF)
- Megan Oakes, ED Case Management (UCSF)

ZSFG is grateful for the dedication, expertise, and heart the social workers bring to this work — and for the colleagues who came together to celebrate their impact.

Congratulations and thank you to all Social Workers across the ZSFG campus!

# CARE EXPERIENCE

## 2. Wear Teal in Honor of Mental Health Counselors

On Wear Teal Day, Friday, April 10, ZSFG recognized and celebrated the extraordinary staff who provide mental health and counseling services across the campus. Their work is essential, compassionate, and often happens in the most complex and vulnerable moments of care. It is remarkable to see how mental health counseling has expanded and truly become a part of so much of the care provided at ZSFG. Some of the programs offered at ZSFG include the following:

- Team Lily’s multidisciplinary approach supports pregnant people with substance use disorder and mental health needs—offering wraparound care that extends throughout and beyond pregnancy.
- Counselors in the Bridge Clinic in the Family Health Center and the Opiate Treatment Outpatient Clinic help patients meet their goals around their alcohol, drugs, or tobacco use.
- Across acute care and in the Emergency Department, counselors on the Addiction Care Team provide a critical touchpoint and resource to treat mental health issues and substance use disorder during moments of crisis.
- ED Case Management provides support to patients in the Emergency Department with complex behavioral and medical needs.
- In the Psychiatric Emergency Services and Inpatient Psychiatry units, specialized clinicians deliver 24/7 assessments, crisis intervention, therapeutic care, and discharge planning for individuals facing severe mental health challenges.
- In perinatal and children’s health, counselors support families through programs like Healthy Steps and Solid Start. Continued services are provided in specialty clinics, such as the Infant Parent Program and Child and Adolescent Services.
- In primary care, mental health clinicians support patients’ behavioral health needs by conducting assessments, providing short-term therapy, collaborating with physicians on medication management, and connecting patients to specialized care.
- The Trauma Recovery Center provides mental health care and comprehensive support for victims of violence, trauma, and loss. Recently, this remarkable team has facilitated online and in-person group sessions to provide additional support to staff across DPH.

ZSFG is grateful to all these teams for the compassionate, expert care that truly meets our patients and their families where they are to provide them with complete, whole-person care.

### 3. The Power of Nutrition

In March, ZSFG celebrated National Nutrition Month, emphasizing this year’s theme of The Power of Nutrition. ZSFG honored the Registered Dietitians (RDs) and Dietetic Technicians, Registered (DTRs) that support patients through recovery. Nutrition is not only tied to health but also emotion, culture and lived experience, emphasizing that therapeutic diets must be realistic, culturally appropriate and accessible to have a real impact.

ZSFG serves a patient population that comes from diverse racial, ethnic and linguistic backgrounds and face varied circumstances related to housing, food security and access to resources. These factors result in wide ranging food preferences and unique challenges after discharge when patients must procure, prepare and consume meals independently. The RDs and DTRs skillfully navigate this complexity every day, tailoring therapeutic diets to each patient’s needs.



Every patient is screened for food insecurity, and the nutrition team works closely with patient navigators and social workers to identify food resources based on age, disability, mobility, housing, neighborhood access, and more. They strive to provide recommendations that are within budget, their spiritual practices, or their access to food. The team also works to expand inclusivity in diet education materials beyond the standard western/American diet and uses trauma-informed, ethical practices that respect autonomy and meet patients where they are.

Additionally, ZSFG celebrated the nutrition procurement and production teams who prepare culturally meaningful foods for various heritage and cultural celebrations and design festive tray cards to enhance the patient dining experience. Effective nutritional guidance improves health outcomes and quality of life. ZSFG is grateful for the compassion, equity focused approval and dedication of the entire clinical nutrition and kitchen teams.

When patients understand and can follow their therapeutic diets, they experience fewer hospitalizations, fewer complications and a better quality of life. This is the true power of nutrition.

## DEVELOPING OUR PEOPLE

### 4. Values in Action Award Winner: Matthew Talmadge



The “Values in Action” award honors a leader who embodies ZSFG’s core values: Joy in our Work, Thirst for Learning, and Compassionate Care. This month, Sabrina Robinson nominated Matthew Talmadge, Nurse Manager, Emergency Department, for his compassion, integrity, humility, and professionalism.

Matt is known for his deep investment in the success of the Emergency Department and the hospital’s mission. His steady presence, clarity, and positivity even during high pressure situations creates a supportive, psychologically safe environment where staff feel empowered to grow, speak up, and solve problems collaboratively.

Colleagues shared:

- Matt approaches work with genuine joy, purpose, and commitment to team and patient well-being, consistently champions ZSFG’s goals related to equity, safety, quality, financial stewardship, and workforce well-being.
- He strengthens cohesion among nurses, physicians, and managers around a shared “true north.”
- He fosters a culture of compassion, reliability, and outstanding patient experience.
- Matt strengthens communication, collaboration, and alignment with surrounding departments.
- He demonstrates strong teamwork values and an inclusive, partnership-oriented leadership style.
- He not only understands our overarching goals, but champions them with sincerity and conviction, reminding all of us why our work matters.

### 5. 2026 Years of Service Celebration

On Friday, March 13, long time staff, colleagues and leaders gathered to celebrate those who have devoted 25 to more than 45 years of service to caring for the ZSFG community. As part of the 2026 Service Recognition theme, “Resilience and Dedication: Our Foundation,” ZSFG honored employees who have reached 25+ years of service—an extraordinary accomplishment that reflects decades of commitment, perseverance, and service to patients, colleagues, and community. The executive staff spoke to the crowd and left the group with words of inspiration and a reminder of how deeply valued their contributions are. Executive awards were given to Anne Devicais, Dr. Alan Gelb, Laurae Pearson and Winilyn De Leon. These awards recognize individuals whose work embody the spirit, compassion and excellence that define ZSFG. The evening was a warm and joyous occasion and recognized the people who make the hospital what it is every day.



## 6. National Doctors Day & National Physicians Week

On March 30, Dr. Susan Ehrlich and Dr. Jeff Critchfield issued a joint statement to celebrate National Doctor's Day and honor the doctors at ZSFG for their dedication to patients, the community and each other. During this 153-year DPH-UCSF partnership, these doctors have shown resilience through crises, commitment to clinical care, advanced research, data-driven improvement and innovation. Dr. Ehrlich and Dr. Critchfield thanked the doctors for their vital role in training the next generation of physicians – how they shaped the learners to carry forward the values, skills and spirit that define ZSFG.



Dr. Gabe Ortiz, Chief Medical Officer, also shared a message with staff to celebrate National Physicians Week and National Doctors' Day. He thanked the physicians for delivering exceptional, life-saving care even in the most complex and high-acuity situations. These physicians ensure that every patient is treated with dignity and respect. They help guide teams, advancing quality and safety, and help navigate an ever-evolving healthcare landscape. In every role, physicians help ensure that ZSFG provides high-quality, compassionate care and advance health equity for all. He closed the message by thanking the ZSFG doctors for their dedication, expertise, and partnership. Dr. Ortiz shared that he is deeply grateful for all that ZSFG's physicians do, noting none of the healing is possible without their minds, their hearts, and their hands.

## 7. Celebrating 25 Years of the Trauma NP Program



This year marks a significant milestone for ZSFG – the 25th anniversary of the Trauma Nurse Practitioner (NP) Program. As ZSFG celebrates this milestone, the hospital recognizes the retirement of Dr. Robert C. Mackersie, whose vision and leadership was instrumental in establishing the program 25 years ago. His legacy lives on in every patient cared for and every provider he has inspired.

For over the past two decades, this program has been a cornerstone of ZSFG's trauma services – providing expert, timely, and compassionate care to patients when they need it most. From the bedside to system-wide coordination, our

Trauma NPs have played a critical role in improving our patient outcomes, supporting multidisciplinary teams, and strengthening the continuum of care across our hospital and community.

The impact of this team and this work extend far beyond our hospital walls – shaping trauma care practices, advancing clinical excellence, and improving the health and well-being of the communities we serve. Their work reflects the very best of what it means to deliver high-quality, patient-centered care.

## 8. Hospital Tour Helps Inspire Future Health Care Careers



Students from Capuchino High School and Latitude High School recently visited ZSFG for a behind-the-scenes tour and staff introductions. The visit offered students a firsthand look at careers in health care and the many ways the teams support patient care every day. Participating departments included nurses, doctors, nutritionists, social workers, and therapists from Psych, Med Sug, ED, Ambulatory, Trauma, and Maternal Child Health. These experiences help spark curiosity, build pathways into healthcare careers, and inspire the future workforce that will serve communities.

Thank you Jennifer Berke, Jenny Ng, Erika Kiefer, and Miranda Contreras, for organizing this meaningful event, the various teams including Nutrition, Trauma, NICU, Respiratory Therapy, OR, and the ED for hosting and engaging with the students – sharing their experiences and stories, and Gillian Otway, Chief Nursing Officer, for her leadership and support.