



University of California  
San Francisco

# CFO Forum

*UCSF Finance*

Teresa Costantinidis  
Vice Chancellor and Chief Financial Officer

October 17, 2017

# Agenda

- Welcome and Overview
- US News Rankings
- Getting to Know Dr. Talmadge King, Dean, School of Medicine
- Introduction of New UCSF Finance staff
- Managing Cyber-Fraud Risk
- Update on UCSF Finance Customer Satisfaction Survey
- UCOP Review of Retiree Health Benefits
- Announcements and Close

# Forum Goals

- Getting to know colleagues within UCSF Finance
  - Learning what's new and important in Finance and within UCSF
  - Networking
  - Becoming a stronger, more effective organization
- 
- 3x times per year



## UCSF Medical Center

**#5 ranked hospital in the US**  
**#1 ranked hospital in the West**



# Best Hospitals in the U.S. 2015 - 2018

## US News Best Hospitals 2017-2018

- 1** Mayo Clinic (Rochester, Minn.)
- 2** Cleveland Clinic (Cleveland)
- 3** Johns Hopkins Hospital (Baltimore)
- 4** Massachusetts General Hospital (Boston)
- 5** **UCSF Medical Center** (San Francisco)
- 6** University of Michigan Hospitals and Health Centers (Ann Arbor)
- 7** UCLA Medical Center (Los Angeles)
- 8** New York-Presbyterian Hospital (New York)
- 9** Stanford Health Care-Stanford Hospital (Stanford)
- 10** Hospitals of the University of Pennsylvania-Penn Presbyterian (Philadelphia)

## US News Best Hospitals 2016-2017

- 1** Mayo Clinic (Rochester, Minn.)
- 2** Cleveland Clinic (Cleveland)
- 3** Massachusetts General Hospital (Boston)
- 4** Johns Hopkins Hospital (Baltimore)
- 5** UCLA Medical Center (Los Angeles)
- 6** New York-Presbyterian University Hospital of Columbia and Cornell (New York)
- 7** **UCSF Medical Center** (San Francisco)
- 8** Northwestern Memorial Hospital (Chicago)
- 9** Hospitals of the University of Pennsylvania-Penn Presbyterian (Philadelphia)
- 10** NYU Langone Medical Center (New York)

## US News Best Hospitals 2015-2016

- 1** **Massachusetts General Hospital** (Boston)
- 2** Mayo Clinic (Rochester, Minn.)
- 3** (tie) Johns Hopkins Hospital (Baltimore)
- 3** (tie) UCLA Medical Center (Los Angeles)
- 5** Cleveland Clinic (Cleveland)
- 6** Brigham and Women's Hospital (Boston)
- 7** New York-Presbyterian University Hospital of Columbia and Cornell (New York)
- 8** **UCSF Medical Center** (San Francisco)
- 9** **Hospitals of the University of Pennsylvania-Penn Presbyterian** (Philadelphia)
- 10** **Barnes-Jewish Hospital/Washington University** (St. Louis)

# UCSF Medical Center Is **Top 10** Nationally in 13 Specialties

1. *Cancer*
2. *Diabetes & Endocrinology*
3. *Ear, Nose, and Throat*
4. *Geriatrics*
5. *Gynecology*
6. *Nephrology*
7. *Neurology and Neurosurgery*
8. *Ophthalmology*
9. *Orthopedics*
10. *Psychiatry*
11. *Pulmonology*
12. *Rheumatology*
13. *Urology*



# 2018 *US News* Rankings of UCSF School of Medicine

March 2017

- #3 in the US – Primary Care
- #4 in the US – Research
  
- Top 10 Rankings in 6 of 7 Specialty Areas
  1. Internal Medicine (#1)
  2. Women's Health (#2)
  3. Family Medicine (#4)
  4. Drug/Alcohol Abuse (#4)
  5. Geriatrics (#5)
  6. Pediatrics (#7)

# Getting to Know Dr. Talmadge King

*Dean, UCSF School of Medicine*





# UCSF Finance: New Employees

*as of October 2017*

- We welcome:
  - **Charet Wynn**, Budget and Resource Management
  - **Mohammed Alkubati**, Controller's Office
  - **Mark Choi**, Supply Chain Management
  - **Peter Franco**, Supply Chain Management
  - **Trinity Dunbar**, Controller's Office

# New Multi-Department Cyber-Fraud Task Force

- Co-Leaders:
  - John Ellis, Controller's Office
  - Jim Hine, Supply Chain Management
- The Task Force will:
  - Consider the growing variety of cyber-fraud attacks and review our policies and procedures against them
  - Recommend improvements to our systems to ensure we are using the latest and best defenses
  - Enlist others to work with them in analyzing this issue

# New Finance Customer Service Survey

- 1<sup>st</sup> wave completed
- 2<sup>nd</sup> wave results due soon
- Results of 1<sup>st</sup> wave:
  - Overall satisfaction score of 62
    - Benchmark range of the midpoint of 56-65 for similar organizations
  - While this score is a good one, we can and should do better over time
  - UCSF Finance staff scores high!

# UCOP to Study UC Retiree Health Care Benefits

- Retiree health care benefit costs are up and growing too fast
  - Not sustainable
- Study only pertains to retiree health benefits
  - Does *not* affect UCRP pension benefits
- No funding or programmatic changes until 2019, at the earliest

# Lunch With the CFO

- Outreach program started in September
- CFO hosts lunch with up to 12 staff members
  - Drawn from all units of UCSF Finance
- Approximately once every month
- Locations vary

# Chancellor's State of the University Address

- Chancellor Sam Hawgood will deliver his fourth State of the University address
  - [Friday, October 27, Noon – 2 pm](#)
  - Cole Hall Auditorium at Parnassus (invite required)
  - Byers Auditorium at Mission Bay (invite required)
  - Live-streamed

Thank you for everything  
you do for  
UCSF Finance!

**UCSF**

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