

Recognizing Outstanding Service Excellence



Jessica Alexander, R.N., M.S.N.
Clinical Informatics

Michael Rennick, Rehabilitation Services, submitted the following nomination...

I'm pleased to nominate Jessica Alexander for a Golden Rose. I cannot think of a single individual who has greater breadth and depth in terms of understanding how care happens at OHSU. She is effecting in using that knowledge and expertise to refine the information system to support high quality and efficient care. For example, early on in the Epic implementation she was able to critically analyze and problem-solve a key work flow with lab orders. She is a valued member of the Orders Task Force and consistently guides the team toward evidenced-based and stable solutions for physicians. She has advanced standardization of care by partnering with service leaders in the design and refinement of the documentation templates and flow sheets used by nurses, respiratory therapists, rehabilitation services, dietary, and other clinical service department personnel. Because of this standardization and perspective, our ability to report on measures of clinical quality, process and outcome variables are increasingly available in the information system. Her approach is what strikes me as rose-worthy. She is an advocate for transparency with all stakeholder groups and is attentive to ensuring the representation and inclusion of clinicians in decision-making. She is service-oriented and demonstrates creativity in identifying options for complex problems. As a nurse herself, she is able to understand and communicate well between the worlds of IT and patient care. She is accountable - nothing slips through the cracks - amazing given the diversity in her customer base (hundreds of nurses, physicians, and professional services staff). She sets an excellent example for me.



Award Recipient - February 2010