## Recognizing Outstanding Service Excellence



Alan Lines Emergency Medicine

## Dr. John Ma from Emergency Medicine submitted the following nomination. . .

Alan Lines exemplifies everything that is special about service excellence at OHSU. Alan serves as the Department Administrator for the Department of Emergency Medicine. As such, he oversees many fiscal and administrative activities for 45 faculty members and 20 administrative staff members. Well before the financial challenges reached OHSU in the fall of 2008, Alan began proactively helping our department establish new revenue streams and eliminate unnecessary expenditures. These measures, along with the directed cost-cutting actions over the past few weeks, have enabled us to maintain a full complement of FTE in our department. People are Alan's main focus, and his leadership and excellent service have yielded a highly productive administrative staff that enhances all of OHSU's core missions. Another example of Alan's leadership is his promotion of service excellence principles for the administrative staff. He has clearly communicated how these skills will not only enhance OHSU's reputation, but also aid them in achieving their own professional goals. A monthly employee recognition award for the administrative staff was established by Alan to embrace service excellence and promote a positive, service-oriented work environment. Alan is a star administrative leader who has helped make our department an employer of choice within the Portland community.

