

Recognizing Outstanding Service Excellence



Amy Johnson, Au.D.
Audiology

A patient's daughter submitted the following nomination . . .

I want to share with you and your board the "above and beyond" treatment we received on Monday, November 17th at OHSU. My 96 year old mother lives in Cathlamet, Washington and every 4-6 weeks she goes to Casey Eye Institute to be examined by Dr. Francis for macular degeneration. Dr. Francis and Kristen take very good care of my Mom. The entire staff is wonderful!

On Monday, Mom also had hearing aids that needed new tubes. While at Casey Eye Institute I called Audiology asking how I could get the hearing aids to them for the new tubes. I was thinking dropping them off on Tuesday (leaving Mom in Cathlamet with hearing aids) and picking them up Friday when I would be driving back to Cathlamet that weekend. Audiology had other thoughts.

Amy Johnson told me to come to Audiology when we were through at Casey. I was concerned that it may be during Amy's lunch hour, but she said not to worry, just come in. We left Casey and I drove to the pavilion, parked leaving Mom in the car, and ran upstairs. It was during Amy's lunch time, but she came out, took the hearing aids, returned them with new tubes, and I drove Mom back to Cathlamet.

I can't tell you how I appreciated such attention. It made my life so much easier, and it really helped my Mother. So I want you to know that you have good people working at your hospital! We have appreciated Dr. Francis and Kristen for years, and now Amy Johnson has a special place in our hearts as well. Many, many, thanks.



Award Recipient - December 2008