

Recognizing Outstanding Service Excellence



Lisa Besaw

Hematology Oncology

Erik Fromme from Hematology Oncology submitted the following nomination...

I am nominating Lisa for a Golden ROSE Award. She is the nurse coordinator for OHSU patients with sarcoma. When I started a palliative care clinic in the Knight she generously volunteered to be my nurse coordinator for my palliative care patients as well. I did not realize how lucky I and my patients were that day. Many health care professionals get frustrated by the health care system and its limitations and barriers. If Lisa gets frustrated by these things, she never complains. She unfailingly responds in a helpful way regardless of the situation and is equally kind and compassionate to patients, physicians, and staff. I have noticed that the more difficult the patient or situation, the more compassionate she is. I really admire that quality. Lisa's care of Mr. W is a good example of why she deserves a Golden Rose award. Mr. W is a young man with a bad cancer and few options. He had terrible pain from his cancer invading the nerves in his pelvis. He was admitted to the hospital for pain control, but when things didn't go smoothly he panicked and left AMA. He was angry and maybe even paranoid. After that, Lisa called him and his wife every day, relaying his frustrations about the care he'd received and his fears that his options had run out. She helped make sure even though he'd left before being evaluated that we could continue to manage his symptoms over the phone. She served as a lifeline for this angry and frightened man. He couldn't trust his care at OHSU but he knew he could trust her. She always listened to him, validated his concerns, and praised him and his wife's efforts to manage an unmanageable illness. Eventually he was able to agree to hospitalization again, and this time he stayed and had a palliative surgery that bought him a few more weeks of relative comfort. His wife said to me "You know how lucky you guys are to have Lisa, don't you?" I really, really do.

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