

Recognizing Outstanding Service Excellence



John Dragg

6A Post Anesthesia Recovery Unit (PACU)

Christina McGrath, from Urology, submitted the following nomination...

A patient was scheduled to have a surgery here at OHSU. He arrived at his appropriate check-in time and waited. Because the surgeon was running extremely behind, the patient's case had to be cancelled. The patient did not live in Portland. In fact, his home was a few hours away and he did not have a ride home. The patient's experience with some of the staff was not the best as they were not able to find a solution to his ordeal. Then a very nice gentleman by the name of John Dragg went above and beyond his job to help the patient get home. John not only took the time to out of his busy schedule to arrange a train ride back to the patient's home but loaned the patient the money to make the long trip. This meant a great deal to the patient. Upon his return to OHSU for the surgery he repaid John's loan. The patient said "I felt John was the only person who cared that I was in a pickle, and did something about it to help. Because of John, I will recommend OHSU to other people."



Award Recipient - April 2010