

Recognizing Outstanding Service Excellence



Robyn Elton

human resources associate, Healthcare Human Resources Service Center

Elizabeth Kunesh and Patrick McCormick from Healthcare Human Resources submitted the following nomination...

In a time when we are all asked to do more with less, Robyn Elton is deserving of the Golden ROSE Award. Robyn was tasked with the assignment of finding out how to use existing Oracle functionality to conduct mass updates of information to the HR system, which then feeds to payroll. This problem had been tackled by others before, but had never been successfully implemented. Robyn took the time to learn the process, document the specifications, solve the problems that had prevented implementation in the past and worked with IT to test the upload process. What was scoped as a project to load the 230 yearly new House Officers quickly became a tool that could solve many of HR's mass data uploads. The results are staggering.

Compare 40 hours of manual data entry spread over a three week period to process 230 new house officers to ten minutes. Compare 14 hours of manual data entry to process 2100 merit increases to ten minutes. 400 merit increases in two minutes. In addition to the significant time savings, there is also reduced opportunity for errors that comes with manual data entry. This has been a fundamental shift in how we are approaching our workload. Robyn truly thinks outside of the box; she is working smarter instead of harder and is taking the time to solve problems. We applaud Robyn for her dedication to this project and to improving the work of the Healthcare HR Service Center. It has been a huge success and has far reaching implications for OHSU.

August 2010

