

Recognizing Outstanding Service Excellence



**William "Willy" Endres, CBET, A+
Clinical Technology Services**

Dennis Minsent, from Clinical Technology Services submitted the following nomination. . .

It's my privilege to nominate Willy Endres for the Golden ROSE Award. Willy has been at OHSU for 30 years in the Clinical Technology Services department. Willy's expertise is well recognized through the healthcare enterprise as the expert on all our Intensive Care Unit (ICU) monitoring systems and cardiac telemetry systems to mention only a few. Willy's recent accomplishment was in the planning and execution of moving the central telemetry monitoring studio from the VA back to 7C Medicine Intermediate Care Unit. The telemetry monitoring studio provided central surveillance of cardiac telemetry patients in the 8DVA, Doernbecher Children's Hospital, and nine units in South Hospital. A total of 64 patients can be monitored simultaneously on this system scattered throughout the organization with telemetry coverage. As you can imagine, losing the ability to monitor these patients could be a huge patient safety and operational issue! Initial planning with the telemetry system vendor projected needing additional nurses and regular physiological monitors for a minimum 8 to 12 hour period if all went right on all patients that were requiring telemetry monitoring. A significant investment of labor resources and rental monitoring equipment to cover all the patients required. Willy took it on himself to go through our stock of components and parts from systems that had been replaced over the past several years. He discovered we had enough existing components to set up an auxiliary viewing area on 8DVA, allowing the system to continue to monitor patients as they typically would with no disruption. That allowed the system to be moved, installed, and tested in its new home on 7C prior to the actual move day. This was a huge benefit to patient safety and operational effectiveness with little additional expense being incurred by OHSU for the move of this critical system! Willy's ingenuity, tenacity, and expertise deserve special recognition on the successful completion of this telemetry move project. Its individuals like Willy Endres that make OHSU a world class organization!



Award Recipient - August 2009