

Recognizing Outstanding Service Excellence



Gabriel Flores
Service Excellence

Bernardine Delaney, Service Excellence, submitted the following nomination...

Every day the clothes closet is utilized to help patients in need. The reasons for this need vary widely. It may be for a patient brought into the Emergency Department with nothing to wear when they are released or it could be a homeless patient with no jacket to keep them warm. Many times it is a patient who is here for the day and has an “accident” that requires a change of clothes. The clothes closet has recently gone through some major changes due in large part to Gabe, concierge service ambassador. Gabe is a role model – often volunteering to take on special projects that no one has taken the lead on. He genuinely cares about the patients and visitors he greets and assists each day. And it is with that sincere caring that prompted him to develop new protocol for the clothes closet. He collaborated with Facilities concerning additional space and laundering options. He secured funding from the Patient Advocate office to cover the closet remodel costs and worked closely with a staff member in the Emergency Department to place barrels around campus for clothing donations. Gabe also solicited a donation from Fred Meyer for storage bins to keep socks and underwear organized. Today, all clothing donations are laundered, free of charge, through Oregon Corrections Enterprises. There are two new clothes closets, one specifically designated for seasonal and overflow clothing. Business attire that is donated to OHSU is laundered and donated to Dress for Success, a non-profit organization that provides a professional attire to women in need who are seeking employment. Gabe’s persistence and dedication resulted not only in helping our patients in need, but has extended it into helping the greater Portland community as well. It is my pleasure to nominate Gabe for a Golden ROSE Award.



Award Recipient - February 2010