

Recognizing Outstanding Service Excellence



Katharine Fuller
Phlebotomy

Jennifer Hanberg, Phlebotomy, submitted the following nomination...

Katie is known for her steadfast calm and quick, logical thinking at work. She's a talented artist, seamstress, and phlebotomist, all while taking pre-med classes at PSU. Katie leaves at noon every day, but on October 7th, five minutes before the end of her shift, fire alarms in our clinic sounded and the doors shut. Generally, we continue working unless we are notified to evacuate, so our clinic went about with business as usual. Katie clocked out and headed out across the Sam Jackson Hall sky bridge where she noticed smoke billowing from the PPV parking structure. She learned it was a vehicle fire and came right back to the clinic to tell us so we may begin evacuating patients. While we began the evacuation, Katie went next door to Internal Medicine to notify them as well. She started at the PAS desk then went to each door in the clinic notifying the staff and patients. One patient was in the process of an infusion. He was elderly and frail and could barely stand and needed a wheelchair but there were none to be found in the clinic. Katie noticed the halls were starting to fill with smoke so the nurse disconnected the patient's IV and helped Katie guide the patient and his elderly wife, letting him lean on her while they walked down the stairs and outside. The patient's wife expressed concern that the patient was prone to chills, so Katie helped them to the Day Stay area of Multnomah Pavilion. Once there, she grabbed some blankets from the staff, informed them of the situation and had them page the doctor. While waiting, she answered the patients concerns about his IV catheter that was still in place. When the doctor arrived, Katie left to check in with the rest of our clinic's staff, who were congregated outside watching smoke fill the air. After all that, she finally made her way to the bus to head home. It is this type of remarkable behavior that Katie continuously demonstrates. I am proud to be working next to someone who shows that much patience, concern, and selflessness. I feel she should be recognized for her outstanding ethics, on and off the clock.



Award Recipient - November 2009