

# Recognizing Outstanding Service Excellence



**Richard Goffe**  
*Pharmacy*

## **Roger Clark from Pharmacy submitted the following nomination...**

Pharmacy recently moved from the 9th floor of Hatfield Resource Center into our new space on 4C. Simultaneously, our new carousel technology (a new means of drug storage and retrieval) was implemented. Things were pretty busy as we tried to fit into our new workflows and find medications that hadn't yet been loaded into the carousel. Richard was indispensable from the beginning, volunteering to come in on his days off and help physically set up the new pharmacy. He also helped develop the new workflows so that they were efficient and effective, while pitching in to make sure patients received their medications. When it was time for his normally scheduled shifts, Richard literally performed the jobs of 3 people. He worked in his own area in the IV room while simultaneously checking messages in our "In Basket" and he came running out of the IV room throughout the night to help draw up oral syringes, pull medications from the carousel and CII safe, look for medications, and even deliver medications to the floor (probably even more things I don't know about). Richard continues to do all of these things, but the first couple of weeks after the move were more work for everyone, and Richard rose to the challenge to help pull the rest of us along. If it wasn't for Richard, nurses and patients would have had to wait much longer for the medications they needed. Richard has always been one of the hardest working, most knowledgeable technicians the pharmacy has at their disposal, and his recent efforts have made the transition to the new pharmacy a lot easier for the rest of us. While Richard deserves a Golden ROSE Award every day, he without a doubt deserves a Golden ROSE Award for his role in helping the pharmacy department transition to their new space.

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