Recognizing Outstanding Service Excellence

Peter Hazel

director, Patient Care Operations

Eric Switzer from Strategic Communications/Healthcare Marketing & Communications submitted the following nomination…

When OHSU needed a compliance hero, one man answered the call. At a time when resources are tight and time is precious, this lone individual shouldered the immense burden of educating all his fellow employees about the importance of standards. He did it because he cares about us. He calls his family of "OHSU-ians" or occasionally, "OHSU-ites." When colleagues interrupt "Gentle Persuasion," his morning protein-and-prune-juice beverage, with an endless stream of inquiries about code cart checks or the now infamous "naked pills," he answers immediately and amiably. He has his subscriptions to the The Journal Standard and The Weekly Standard, among others delivered there, and concludes each day by posting real-time updates of the location of Joint Commission surveyors on his map of the United States. His choice of insurance company? The Standard. His choice in stocks? Only those rated highly by Standard & Poors. His go-to company for a recent toaster oven purchase? Standard TV & Appliance. And his favorite music? Standards, of course--from any genre. But most of all, he did it because he cares about patients more than he cares about himself. He forfeited meal times and sleep so that he could write, edit and produce videos on his own time, with his own equipment, after work hours. The records show that OHSU-ians, and OHSU-ites, benefit every day from this lone individual's patient passion, video examples and vast storehouse of knowledge. His singular efforts have drawn universal accolades on eSTAT and Staff News alike, pushing readership to new highs and prompting comments like, "You've made compliance fun." I am honored to nominate this hero, Joint Commission Guy, for a Golden ROSE Award.

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