



Recognizing Outstanding Service Excellence

TERREL IRVAN — PAS RESOURCE SPECIALIST, FAMILY MEDICINE AT SOUTH WATERFRONT

It is not uncommon to find Terrel going above and beyond for our patients, and this instance is a perfect example of why Terrel defines service excellence at OHSU. A long-time patient of ours who's health has steadily declined in the last year, recently received a dire prognosis. Terrel visited with the patient prior to his appointment and consoled the patient as he was leaving. Terrel then volunteered to take the patient, who was in a wheelchair, down to the CHH lobby to wait for his ride. When he and the patient arrived at the lobby the patient requested Terrel drop him off at the restroom first, before his ride arrived. Terrel offered to take the patient back upstairs to Family Medicine so that an MA could assist the patient, but the patient insisted that wouldn't be necessary and that he only needed to be wheeled there. Terrel got the patient to the restroom, and as he began to say goodbye the most unusual event occurred. The wall mounted trash can fell off of the wall, striking the patient's foot, which instantly began to bleed. Terrel remained calm, called for help from the CHH welcome desk staff, applied pressure to the wound, and continued to speak to the patient calmly, not wanting to exacerbate the situation. I should mention here that Terrel hates the sight of blood! Nonetheless, he remained by the patient's side, continuing to apply pressure to the wound, until the paramedics arrived and took the patient off to the ED. The patient called the next day to express his gratitude for Terrel's "heroic rescue in the bathroom ... after the garbage can attacked him." I ask that you consider this event, which could have gone many different ways for the patient, as an act of service excellence deserving recognition, because we agree with the patient, "Terrel is a hero!"

Submitted by Briana Balderrama, Family Medicine at South Waterfront

GOLDEN ROSE AWARD RECIPIENT

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