

## Recognizing Outstanding Service Excellence



**Véronique Johnstone**  
*Hospital Administration*

### **Kimberly Bass, from Service Excellence, submitted the following nomination...**

It would be extremely difficult to nominate Ronnie Johnstone for one isolated example of service excellence. She consistently rises to the occasion no matter the call to action. “I can’t” doesn’t even appear to be in her vocabulary. Ronnie is certainly one of the most resourceful people I have met here at OHSU. The size and complexity of this organization can be overwhelming at times, and fortunately for me, Ronnie quickly became my shortcut. If I didn’t know where my meeting was, she was quick to give directions. When I got lost (not due to bad directions, mind you), she would talk me all the way to the door. If I needed to know how to fill out a form, who to call or where to locate information, I called or went to see Ronnie. She made me feel that my needs were very important to her and would quickly set aside what she was working on at the time to assist me. I know she is extremely busy, but when I watch the multiple interruptions to her work and her interactions with scores of people that visit Hospital Administration, it is quite clear that I’m not the exception – she makes everyone feel that way.

I discovered that she had put together a “who’s who and what’s what” book for herself. I knew that the book could be on the best seller list and I always wanted it to be on my bookshelf, but I have come to realize that it is a lot of other things that aren’t actually written in the pages of that book that make Ronnie so valuable. Individuals who have the privilege of working closely with her have nothing but words of praise for the quality and quantity of work she performs – always making her a first round draft pick for committees to make OHSU better for our employees and the patients we serve. No task is ever too big or too small in her eyes.

She brings her smile and a high degree of professionalism with her to work every day. I have to believe that Ronnie is guided by her strong moral compass that directs her to always do “the right thing” to ensure harmony and equity. It is evident that she brings passion to her work and compassion for her colleagues and our guests at OHSU. I’m both inspired and amazed at how she can juggle so many tasks of varying degrees at any given time.

Employee appreciation events take a tremendous amount of planning – especially when you take into account the numerous off-site locations and the changes/movement of 6,500 employees. This past month, as usual, Ronnie assumed a leadership role, volunteering to do a bulk of the work and mobilized the team - continuing to ask the right questions until every minute detail was attended to. She is generally so busy working on the details of activities to thank everyone else for their contribution that she rarely has time to enjoy the festivities herself.

She has been one of the strongest supporters of our service excellence initiatives and I am thankful that she is part of our OHSU team. Even with “extras” on her plate, she smiles and asks, “what more can I do to help?” She is very deserving of the Golden ROSE Award for her commitment to a higher standard of excellence.

**May 2011**



**Brandon Hilt, from Hospital Administration, submitted the following nomination...**

I would like to recognize Ronnie Johnstone for her incredible contributions to making this year's Hospital Week so successful. Approximately two months ago, a committee of eight met to plan Hospital Week 2011. A lot of great ideas were suggested and the group soon finalized a plan. In the days to follow, Ronnie began mapping out the logistics of what seemed like a relatively simple plan. She soon realized the project we had taken on was bigger than we initially thought, much bigger.

The final counts came and the full scope of the project was realized - over 7,400 employees spread over 440 mail codes. Each gift was to be made up of 4 parts; a bag, a bottle, a lanyard and a thank you letter. This meant that a total of nearly 30,000 pieces had to be sorted, assembled, boxed and shipped, all within a window of only about a week's time, in order to ensure delivery during Hospital Week.

The amount of work Ronnie did to make this possible was nothing more than astounding. She procured the employee lists and circulated them to all the managers therein, for a thorough scrubbing to ensure it was as accurate as possible. She met with the supervisor of the Logistics department to coordinate the massive storage, assembly and delivery of the gifts.

Once it was scrubbed, she painstakingly organized the employee list of names and broke it into detailed packing slips and mailing labels, a list that in its raw form totaled 775 pages! She organized and scheduled a group of volunteers to assemble the gifts and, with the help of logistics, secured a work area to set up the assembly line. She coordinated with the manager of Receiving & Fleet Services to procure enough boxes to ship all of the gifts and organize delivery to off campus locations.

Most impressive of all, is that she was able to accomplish all of this extraordinary work, in addition to her normal job responsibilities, without ever missing a beat. Not once did the additional responsibilities of managing such a huge undertaking ever detract from the high quality of her daily work.

The theme of Hospital Week this year was "Champions of Care" and was meant to celebrate the individuals who drive the engine of healthcare. Ronnie's selfless contributions to making this initiative a success not only exemplify this year's theme, but are the very reason we celebrate Hospital Week. The commitment which she displayed is the same that makes us "Champions of Care" and what makes OHSU stand out as a leader in healthcare. In short, the sheer volume of product and the immense logistical coordination she managed is astonishing.

Without her organization, efficiency and dedication, this never would have been possible. There is no question that she went above and beyond what was asked or expected of her in order to deliver the message of thanks to her fellow employees during this week of celebration. Now it's our turn to thank her.

May 2011

