

Recognizing Outstanding Service Excellence



Eileen Kirschner

Healthcare Professional Services Applications

Jane Culbertson, Timothy Hall, Jerald Neubert and Steven Osgood submitted the following nomination...

When Eileen Kirschner moved from ITG to become an application engineer working with OHSU Point of Care Testing (POCT), she had never worked with laboratory testing before. But a year later, our POCT group doesn't know what we ever did without her. Eileen has become the cornerstone of POCT's success. A point-of-care test is any lab test performed outside the main laboratory, for example, in a patient room or exam room. An estimated 4,000+ point-of-care tests are performed monthly in 104 different sites at OHSU, involving 12 different sets of instruments. When we met Eileen we were in the middle of a hospital wide project to interface these instruments with EPIC, in order to phase out manual entry of results. Eileen jumped right into the project and demonstrated that her expertise was not just in computers but also with adaptability, communication precision diligence and personal accountability. Testing should be a smooth process, quick and accurate and test results should appear in a patient's chart automatically. But that happens because people like Eileen put a great amount of time and care into making sure it does. We've seen her pull managers, directors, and manufacturers into a conversation with a process, to make sure she understands everyone's perspective, and then she persists in understanding the process until she knows how to make it better. She takes pride in her work and gets the job done. We're grateful to have Eileen as a resource. Her dedication to success has helped OHSU's POCT achieve a level of excellence in point-of-care testing that's envied by our peers across the Northwest.

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