

## Recognizing Outstanding Service Excellence



**Kimberly Drynan**  
**Interventional Radiology Unit**

**Mary Mochal, Yvonne Gordon, Vanessa Rodgers, Molly Blaser and Elaine Mann from Inpatient Women’s Health, Mother & Baby, and Neonatal Intensive Care units submitted the following service category nomination . . .**

In July 2008 a situation occurred on 13C(UHS) that required the 13C mother-baby unit to be completely vacated for four days. There were no other inpatient units that could accommodate our patients and staff without distributing them among multiple units far away from Labor and Delivery and the DNCC-An option that had potential for creating additional concerns.

11IRU is an outpatient procedural unit. In trying to find creative options for a “home” for the 13C patients (mostly antenatal patients at this time) Kim, as the manager of 11IRU, willingly offered the back portion of her department and assisted the 13C staff and Mother Baby Division leadership to create a safe, comfortable temporary inpatient unit following the 13C exodus. This far exceeded the normal collaboration expected among leaders at OHSU. In fact other leaders we engaged in possible problem solving pointed out why the “sharing or donating” space wouldn’t work. Not Kim. Kim far exceeded expectations for service excellence because:

1. Sharing space in 11IRU with 13C inpatients required an Oregon Health Department variance (so this was an unusual circumstance).
2. Without exaggeration every request of Kim, as the 13C patients moved into 11IRU, was accommodated with a positive encouragement and a smile.
3. Kim facilitated the sharing of her space by rearranging the schedules of the 11IRU patients and her staff on those days so that the 11IRU schedule went later into the evening. She promoted understanding with her staff and physicians of this change.
4. She promptly responded to pages regarding the needs of 13C staff who were now in 11IRU after hours and on the weekend (always with a smile in her voice)—This was not a normal expectation—not her responsibility.
5. Equipment was shared—again requiring 11IRU leadership for making this unusual situation positive and safe for the patients and the staff.
6. The IRU staff was professional and helpful and understanding. This type of behavior shows what a great leader Kim is!
7. Even after our move back Kim was helpful and concerned that all our needs were met.



# Award Recipient - September 2008