

Recognizing Outstanding Service Excellence



Debbie Lamberger, M.P.A.,
ambulatory manager, Ambulatory Services Administration

Lisa Ishmael, Nicole Guzman, and the Float Pool staff submitted the following nomination...

The Float Pool, as you might guess, can often be a wild ride. Every day is different and you learn to expect the unexpected. Debbie has been the manager of the Float Pool since it was created almost 2 years ago and she is amazing. Not only has she increased the size of the Float Pool to accommodate more practices but she has made it the most wonderful place to be. Debbie respects our staff and is always available to support us in any way she can. I remember a time when I was placed in a clinic that I had worked in before and just had an awful day. I called Debbie to see if she was at her office but learned she was out to dinner with her mom. Still, she took the time to talk to me about my day even though she was “off the clock”. The next morning she sent me an encouraging email which read “You are a good MA/PAS and it was just one bad day. Don’t let it bring you down.” Dedicated to making the Float Pool the best it can be, Debbie encourages professional development. She informs our staff of all the classes that are offered at OHSU and encourages us to go. I have attended the “Time Management” and to the “How to Manage Change” classes and found both to be very informative. Recently, we had a team building day to learn more about our team and to strengthen our customer service skills. Debbie is not just a manager but a mentor and we are very lucky to have her as a colleague. Debbie is truly an inspiration and an outstanding leader and deserves to be recognized with a Golden ROSE Award.

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