

# Recognizing Outstanding Service Excellence



(Pictured in photo: L to R: Jose Lopez, Nate Leviner, Brett Dove and John Shelton)

Robinus Agessa, Paul Albin, Michael Annoh, Felix Awch, Chris Blinsman, John Boekeloo, John Bush, Tiffany Cline, Ahmed Dahir, John Daniels, Tommy Daniels, Brett Dove, Chris Flores, Kyle Hayes, Zdravko Ivkovic, Vladimir Leontyev, Nate Leviner, Nick Leviner, Jose Lopez, Michael McCarty, Tam Nguyen, Tewa Phimmasone, Sa Phimmasone, Suzy Reyes, Spencer Rhodes, Shawn Salmeri, John Shelton, Kyle Stutevoss, and Dawit Teklu,

## **The Lift Team**

### ***Patient Transportation***

#### **A patient submitted the following nomination...**

I was recently admitted to your hospital with multiple traumas from a motorcycle accident, and stayed for 13 days in a mix of floors to include ICU, Trauma and Orthopedics. One of the things that has made my stay at OHSU has been the lift team. These teams have come into my room every couple hours, day and night, to check on my comfort and be repositioned. They have been compassionate, friendly, a true beacon of helpfulness in the course of my stay. I believe the service they have provided has been instrumental in my positive health care recovery. It is for this reason that I would like to nominate not just one person, but the entire lift team for the Golden ROSE Award. I wish I could remember specific names of these great guys, but unfortunately I cannot. What I do remember is that every time they would come into my room night or day, they were always in good spirits. These men would ask me how I was feeling (and honestly wanted to know). They would ask what position I needed to be repositioned to and if I could tolerate it. Knowing that I had fractured ribs and a crushed pelvis they would always coach me on taking a deep breath as they counted to three and then moved me. Once I was moved I was always asked if I needed more pillows and if everything felt alright. If it didn't feel quite right they never acted put out for needing to fine tune my position. They then always made sure my water, call light and anything else I may need was right where I could reach it. These teams were always quick with encouraging words for me, and eager to listen to me. They never acted like they needed to hurry out of the room. Even though it was very painful for me to be moved, I knew I was in good hands with these men. They were a very welcome component in my daily well being. I wish I could give more specific details, but sadly am unable to. Please let me know if they get the award. I have nothing but good things to say about every aspect of your fine hospital.

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