

Recognizing Outstanding Service Excellence



Lise Harlan
Mammography

Joan Laufer from the Center for Women's Health submitted the following nomination...

In November, 2007, I announced I was leaving mammography to move to Center for Women's Health. This was just before we planned to initiate two new programs in women's imaging—mammography breast software and radiology information system. At the same time, the staff was learning EPIC. On December 17, 2007, I left mammography and so they were without a nurse. Because I took care of women having biopsies and lots of paperwork to avoid any women "falling through the cracks", my job fell to Lise Harlan, lead mammography tech. From December 2007 to May 2008, Lise learned, supported, championed, problem-solved, led, navigated, persuaded, taught, encouraged all the staff of women's imaging from the radiologists through the mammography techs in the switch-over from A2K, IDXrad and scheduling to the new system all while doing her job as lead tech and my job keeping track of all the biopsies, pathology, etc.

Lise worked for hours and hours, spent bus rides to and from OHSU making lists of things to do, worked from home, worked on her day off, worked here on Saturdays—all to accomplish what could not have otherwise been done in a normal work week. Lise's dedication to the women's imaging department is undeniable to all who know her.

Through the winter, each of the staff were ill at some point and Lise continued to work not only her job, but mine and others'.

Lise has successfully accomplished Mammography Quality Standards Act certification for our women's imaging department at least the past two years I've been here. I watched her meticulous work and her awesome work ethic. While Lise would say the credit goes to all the staff, she actually deserves the lion's share of the credit that our women's imaging department is excellent. This department also wins top honors at OHSU for patient satisfaction.

Lise deserves a Golden Rose award for service beyond the call of duty in the growth of our women's health imaging department.



Award Recipient - July 2008