

Recognizing Outstanding Service Excellence



Lory Graham
School of Nursing-La Grande

Pat Blanchard from the School of Nursing-La Grande submitted the following people category nomination . . .

When the entire graduating class of 2008 spontaneously stops the convocation proceedings to stand and recognize the efforts of one employee who has made their progression through nursing education doable, we get strong validation of what we already knew: Lory Graham is an exemplary employee.

Lory has worked for OHSU since 1996. She is an Administrative Coordinator here at the La Grande campus of the School of Nursing. Her role in advising students on curriculum and degree requirements and compliance issues places her in a unique position to know the students and help them through the many administrative processes from applications, admissions, advising, scheduling, testing and graduation. Outside of the faculty, she is the face and heart of the School of Nursing for the students in Eastern Oregon.

While there are many competent people who can learn and implement the rules and requirements: there are few who are able to do it with the warmth and caring support that Lory brings to her work. She never does the students' job for them, but she helps them to meet timelines, understands processes, and creates workable plans.

She is the point person bringing students, precepting sites, faculty, and the School of Nursing and OHSU infrastructure to graceful coordination. Her skills and abilities reach across a very large geographic area and a very large organization. This alone is exemplary. But Lory's personal and professional impact on the success of students creates an environment where expectations can be exceeded for faculty and students; where her services to students (our customers) excels; where she manages even the most difficult situations with respect, courtesy and diplomacy (while not impairing the application of regulations and/or requirements); where access to School of Nursing services is enhanced; where students perform better because of her support; and where faculty can remain focused on their teaching mission with Lory's support in the background.

Lory truly demonstrates competence, inspiration and a vision in the work environment and improves communication at all levels. We are fortunate, indeed, to have her associated with OHSU.



Award Recipient - August 2008