

Recognizing Outstanding Service Excellence



Lynn Kunkel
Public Health and Preventive Medicine

Dennis McCarty, PhD from the School of Medicine submitted the following nomination. . .

It would have been easiest to turn around and fly back to Portland. Lynn Kunkel, however, persevered. Lynn was flying to Hartford Connecticut on December 15 to complete a pre-implementation site visit for a clinical trial of HIV-rapid testing in addiction treatment centers as part of the National Drug Abuse Treatment Clinical Trials Network. Lynn, the manager for the Oregon/Hawaii Node of the Clinical Trials Network, had pioneered the use of standardized patients to facilitate implementation of new trials. She and the actor trained as a standardized patient were spreading the use of the technique in the New England Node of the Network. Storms on the east coast led to a cancellation of the Hartford flight leaving Chicago's O'Hare Field. Lynn spent a night in Chicago and flew into Hartford on Tuesday. Tuesday's site visit was rescheduled for Wednesday and was completed at noon on Thursday. Weather again delayed flights out of Hartford. The connecting flight to Chicago was boarded, cancelled, and re-boarded before sitting on the runway for two hours. Lynn got to Chicago too late for any flights to Portland and was rebooked for Friday afternoon. Friday afternoon became Saturday evening before Lynn got the first flight out of Chicago to Portland and a snowy ride home from the airport. Lynn's commitment to the Clinical Trials Network and the research protocol being implemented exceeded expectations. The site visit got rave reviews from the clinical staff, contributed to their training and improved the quality of the research. She provided excellent service and strengthened OHSU's contributions to and reputation in the National Drug Abuse Treatment Clinical Trials Network.



Award Recipient - January 2009