

Recognizing Outstanding Service Excellence



**Lynne Hill
Concierge Services**

Kim Bass, Service Excellence and Caryn Kunkle, Concierge Services submitted the following nomination...

“Not Today.”

Saving lives is our business at OHSU Healthcare, but Lynne Hill in Concierge Services brings new meaning to these words. On June 10th I was sitting in my office engrossed in a phone conversation when I noticed public safety officers running down the 9C hallway toward Kohler Pavilion. Swiftly following on their heels was Gary Granger speaking to someone on his two-way radio. I hesitated on the phone and quickly told the person I was speaking with that I needed to call them back. I stopped at Caryn Kunkle’s office a couple of doors down from mine and said we needed to stop to check on Lynne at the tram concierge desk before we headed down to lunch. I informed her that I had seen several public safety personnel going in that direction and thought we should make sure her area was without incident.

When Caryn and I arrived we saw a trembling young gentleman secured in a wheelchair being assisted by our public safety officers. There was a large bulging military backpack lying on the floor beside him. Lynne shared with us that this young man was milling about in the tram area with a glazed look in his eyes. She indicated that he stared out the window in the tram entrance for a period of time before going out onto the tram platform. He proceeded to scale the retaining fence. Lynne saw him and told him that he needed to get down. He replied to her that he was going to jump. She took a hold of his arm and said, “not today,” and pulled him down to safety. We learned he had just returned from Iraq and thought his life was not worth living. Lynne felt otherwise...thank goodness.

This act of courage exemplifies Lynne and her love of people and work she does at OHSU. Every day she greets guests and staff at her tram kiosk with her big smile and keen sense of humor. She kneels down to talk to children, and lends a gentle hand to those in need. She has received so many ROSE awards that her badge is overflowing. Today, we want to recognize Lynne for her ultimate act of service and compassion by saving this young man’s life.



Award Recipient - July 2008