

## Recognizing Outstanding Service Excellence



**Dr. Mary Jo Rice**  
**Pediatric Cardiology**

**Dena Clawson from the Pediatric Cardiology clinic submitted the following nomination...**

I wanted to take the time to recognize a wonderful doctor and human being. Dr. Mary Jo Rice is a pediatric cardiologist over in Doernbecher. She has been here for many years and currently sees a vast majority of our patients here. She is in charge of the outreach program for pediatric cardiology with 11 clinics she travels to a majority of. She upholds some of the most excellent medicine I have ever seen in my life. Additionally, when she is here you can usually find her helping out and putting in her time in the echo lab reading echocardiograms and the like. Dr. Rice sees some of cardiology's most complicated patients and is consistently one of the busiest doctors in our program. Although Dr. Rice is almost constantly overworked, she is always willing to jump in and step up to the plate for not only her own patients, but also for others, specifically new patients. She so often will find time in her very busy schedule to see her patients out of book to help accommodate the patient's schedule.

Recently, we have been experiencing a shortage of available appointments for both returning and more importantly new patients. In our office, we receive at least 10 referrals daily for patients to be seen both here at Doernbecher as well as our many outreach clinics. Last week, I sent out an email explaining the situation to all of the doctors in our division letting them know about our dire need for clinic availability specifically for new patients as we had only 14 available slots for the month of July and it seemed that August was looking pretty sparse as well. In my letter, I pleaded with all the providers to give up even a few slots so they might be able to see some patients here and there during their down times. My response from Dr. Rice was however, by far the most amazing. In short, Dr. Rice appealed to all of her colleagues to give at least 10 additional slots for new patient referrals for the months of July and August. She went further to request that the two providers that normally see less patients than the other providers add on clinic availability as well.

It is so amazing to me that a doctor who is by far one of our busiest would go that far to give up more of her already sparse time to help serve these families who are often so worried about their children – and rightfully so! So, in short, I think Dr. Rice deserves a golden ROSE award over any of the other nominees because she so consistently goes above and beyond the call of duty and often stretches herself so thin to almost the brink of sickness due to lack of sleep. She is truly a person to look up to who gives herself fully to her job, patients and OHSU in general. I feel so honored to have worked for and with such an amazing doctor and human being.



# Award Recipient - July 2008