

Recognizing Outstanding Service Excellence



Dr. Mike Bonazzola
Internal Medicine

Tricia Thompson from Radiation Medicine submitted the following service category nomination . . .

So this is the story...

My family and I moved to Oregon a year and a half ago when I accepted a position at OHSU. For people who have ever uprooted their families after being a part of a community for a very long time, it is hard to find and trust the right provider to take care of your loved ones, especially on short notice.

My husband was in need of immediate care and I was having a difficult time finding him an appointment. My co-worker mentioned that Mike Bonazzola specialized in men's health and thought he might be a good fit. Given that men typically have a hard time relating to physicians, Mike turned out to be the perfect choice. He saw him within 24 hours of my request for an appointment and spent over an hour taking a detailed history of not only my husband's medical background, but also discussing his family history. One would expect this when establishing a relationship with a new provider but Mike went beyond this. Within a few days of my husband's appointment, I received a phone call at my office from Mike. He told me that he was supposed to receive a phone call from my spouse to let him know how he was doing and also to schedule a follow-up appointment. Mike had actually checked his schedule and noticed that an appointment had not been made. He stated that when we tried the phone number listed for my spouse in Epic, the number did not work. When Mike did finally reach my husband, he made sure that he was doing okay and personally scheduled some time to see him in the very near future. His candor and outreach made my husband feel comfortable.

It is rare that you find this type of follow-up and consideration from busy physicians. It is exceptionally rare in physician's who serve as senior leadership for such a large health care organization. Mike serves as the role model for what every physician should be. It is encouraging to have a physician who is the champion of service excellence truly live his core belief in delivering excellent patient care. It was no surprise when I walked into the director of service excellence office and saw a quote that Mike had written on her white board;

"They won't remember what you did, they won't remember what you said, but they will always remember how you made them feel." Maya Angelou

I couldn't have said it better.



Award Recipient - August 2008