

## Recognizing Outstanding Service Excellence



**Karen Marks and Blaire Goodnight**  
*Family Medicine - Scappoose*

**Diane Hutson from Family Medicine at Scappoose submitted the following nomination...**

In caring for a pregnant patient, Dr. Poolman learned that this patient had many unusual challenges that included no one to support her during the birthing process. As part of Dr. Poolman's clinic team, Karyn, team coordinator and Blaire, medical assistant, volunteered to be birthing coaches for his patient. When labor began to progress at 1:30am, Dr. Poolman put a call out to Karyn and Blaire who in turn drove the 35 minutes to OHSU during the middle of the night and stayed with this patient through delivery into the morning. Karyn and Blaire even made it to work later that day having only caught a couple of hours sleep. I'm so proud of these two for assisting a patient during a very emotionally charged situation and for being such caring and non-judgmental human beings. I hope you'll recognize them both for going way beyond expectations to provide compassionate care to a vulnerable patient.

November/December 2011

