



# Recognizing Outstanding Service Excellence

**Michelle Allen, Nina Avalos, Valerie Bailey, Regina Chetty, Susan Doll, Janice Flier** (manager), **Christine Henry, Matt Hilton, Jami Hoffman** (supervisor), **Teresa Knowlton, Jason Litkie, Laurie Machado, Julio Manzo** (supervisor), **Renee Massey-Al Widyan, Ruth McQuaw, Casey Parker, Sara Parker, Mike Parks, Janine Peterson, Rylee Richardson, Jeanne Salt, Heather Stahlnecker-Thomas, Terry Stevenson Kevin Strope, Sheila Varner, and Korina Walters**— **CALL CENTER OPERATIONS**

I have worked as a physician at OHSU for 11 years. During that time, I have had to call the 49000 line probably 1000 time, to page another physician, to find a medical resident, to try to track down someone who had paged me, when I had lost the number, and to report that I would be out of the office. Throughout this time period, I have always found the OHSU operators to be courteous, resourceful, and knowledgeable. So many times, when I have been stressed or pressured, I may not have been as patient as I might want to be, and yet they will tolerate my pressure with equanimity. They make working at OHSU better and should be acknowledged as a group! Here is one example of their service excellence: many times, they have been proactive in trying to sort out glitches in the call schedule — calling me at home, during off hours, to try to figure out who's really on call, when the person listed didn't answer. This kind of effort leads directly to better patient care. There is nothing as frustrating to a consulting service as being told that the operator 'couldn't reach the person on call'.

As you know the Provider Consult and Referral Service (PCRS) manages phone calls for referral questions and consultations from our referring providers in the metro area and around the state. Recently, due to multiple staff illnesses, I needed to find phone coverage for the PCRS on extremely short notice. I normally staff with five, but was looking at a five- hour period with only two available staff. I contacted Janice Flier; in conjunction with Jami Hoffman and her phenomenal switchboard staff and ITG engineering support, we were able to reprogram our phones to get backup coverage for my staff, as well as a triage grid that allowed them to forward back to us calls that required instructions that they did not have. The switchboard staff was so flexible, helpful and pleasant throughout...and all of this, while they were managing their own call volume and responsibilities, too! When staffing changed at 5pm and left us with only with one PCRS staff, one of the switchboard operators offered to stay an extra 20 minutes so that we would have back up. The limited PCRS staff managed well, call volume was acceptable and our referring providers were well served seamlessly. I was so impressed with the technology support (Vaden Green, ITG) and switchboard and managerial support on such short notice. It was a wonderful team effort and both my staff and I really appreciate their efforts!! Thank you all very much.

*Submitted by David Ellison, Nephrology and Susan Gray-Madison, PCRS*