

Recognizing Outstanding Service Excellence



Wencesley Paez
Surgery

A patient submitted the following nomination...

I have been heavy all of my adult life. When there was an opportunity to get into a study for weight loss through a surgical procedure, I thought this may well be my last opportunity to get that weight off. Fast forward a couple of years...I have been in the Empower study for the past two plus years. The research coordinator, Wen, has been there from the inception of this program. I do not believe he knows the impact he has on the patients. We were to come in for monthly check ups, and this one time I was very concerned that I had not lost any weight. This is a double blind study. For the first year no one knew who was off or on. On this day, as I complained about no weight loss, Wen said: "How will you feel if at the end of the one year you find out the device was on and you didn't lose any weight?" That was a profound statement. It got me right on track, back to reaching my goals. This is a small example of how he helps the patients in this program. We are to do exercise. I started out walking, but was actually very inspired by Wen himself overcoming the obstacles in his own life to have completed a several marathons. I thought, well I think I can do that. He has supported me in that every literal step of the way. I have completed a marathon. Wen came out and supported me along the course! There could not be a person who works harder with the patients in this study. Wen goes way above and beyond the call of duty to work with all of the issues I present without passing any judgment. Sometimes scheduling is difficult at best, but he is always flexible in that realm. Right from the very beginning I called Wen the patients advocate. He continues to work extremely well with the patients, I understand with the surgical staff as well. He always ensures that we the patients are treated with the utmost respect. What a GREAT find Wencesley Paez is for OHSU.

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