

Recognizing Outstanding Service Excellence



Andy Payne
Infrastructure Operations

Don Westlight from Technology Management submitted the following nomination...

The OHSU in-house (short-range) paging system has been replaced with a new IP based system. The old system literally failed out from under us, and we had to go into production with the new system before it was entirely installed, tested, or complete.

Because the paging system is so critical to OHSU; the new system had to be brought into today's technology, be redundant, and with minimal issues. This new paging system is both unusual and very complicated. (The manufacturer and the reseller have limitations building and supporting the products.) We have literally integrated the service into the OHSU data network. To do this; Andy Payne has redesigned the OHSU IP implementation, provided protocol and board level diagnostics, and worked through software/hardware bugs with every vendor involved. Andy has tracked down blueprints, and original authors of the paging infrastructure software, all with the goal of understanding the interactions and correcting any flaws. Andy has also repaired components in the field, built instrumentation, and solved technical problems which enable OHSU to be in contact with clinicians 24/7. Andy continues to go outside the box by even doing reverse engineering on the pagers themselves to automate the upcoming audit process. I am inspired by Andy's tenacity and desire to get this perfected for OHSU patient care as we work to continually improve the quality of the system. Andy has worked well with other people to get this work done, but he has really been the go-to person for answers about how to accomplish these very difficult tasks. This is also a moment to recognize the many hours over the past two years that Andy has spent successfully grappling with issues that cause other IT people to blanch, myself among them. Thank you Andy! This work has made an incalculable difference for OHSU patient care.



Award Recipient - March 2010