

Recognizing Outstanding Service Excellence



Heidi Peck

administrative coordinator, Decedent Affairs

Tanya Murdock, Elizabeth McAuliffe and Lisa Taylor from Admitting submitted the following nomination...

As Decedent Affairs Coordinator, Heidi is responsible for arranging plans with families and funeral homes upon a patient's death at OHSU. We are nominating Heidi for a Golden ROSE Award because she is a wonderful example of a person committed to her job and to providing customer service above and beyond her job description. Recently a patient passed who had been hospitalized at OHSU for over a month. All of the patient's account notes stated that patient did not have family and the only emergency contact in the patient's chart was a friend in another state. Upon the patient's death, Heidi called his emergency contact. He told her he had only known the patient for 6 months, but he thought the patient had family. He also had the patient's cell phone. Heidi asked him to give her all the numbers in the cell phone so that she could try and locate the patient's family. She called the number for "Mom" first and left several messages stating it was important to contact the hospital. Meanwhile, she called every other number in the phone, leaving messages on each one. Because of her commitment to find a relative, she finally got a call back from somebody at the Mom's house. The patient's mother had also been hospitalized; that was why she hadn't gotten the message sooner. Heidi discovered that patient not only had living parents and siblings, but also a son who had lost contact with his father's side of the family throughout the years. Because Heidi went the extra mile to contact family, she was able to send the patient's belongings to his son and was able to reunite a grandmother and her grandson, which made a very happy ending to a very sad story!

December 2010

