

Recognizing Outstanding Service Excellence



Judy Platt
Care Management

Diane Wheeling from Psychiatry submitted the following nomination...

This week I had the pleasure of working with Judy on a particularly hard discharge case. Don't want to say too much due to HIPPA etc. but bottom line; different medical teams had concerns about readiness for discharge and discharge to a next safe level of care. This was compounded by the fact that the patient was from California and without much support. Judy had an idea of what she would like to see happen but took the time to listen to all parties and was willing to work with the patient and both medical teams to arrange a safe discharge. She spent extra time talking with the patient, as well as researching, finding, and talking with care providers down in California to ensure safe transfer of care. The day of discharge was her regular day off; but she knew that this transport might be a bit tricky, so she arranged to trade her day off to be there in the morning to make sure the transition went well.

When I thanked her in person, she said it was no big deal; she did this kind of thing every day. OHSU is lucky to have someone who is willing to be supportive to all involved and keep patient safety paramount.

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