

Recognizing Outstanding Service Excellence



**Pam Hays
Pharmacy**

Justin Konkol from Pharmacy submitted the following nomination. . .

Pam has been the department purchaser for many years here at OHSU. As the hospital and clinics have expanded and grown, so has the responsibility for providing drug products to all the sites. Many may think drug purchasing is an easy job, but with the supply chain becoming more unpredictable (stock outs, backorders, drop-ship) and the contracting process ever-changing, this job has become even more complicated than it previously was. Pam routinely manages this entire process all by herself and routinely comes in on weekends to ensure we are getting our orders in a timely fashion and to make sure we always have drugs to care for our patients. Recently with the flooding to the north cutting off our supply from Auburn, Washington, Pam stayed many extra hours making numerous phone calls to the warehouse to try and route drugs to OHSU and our clinics. And to think obtaining the drugs is only half her job. She interacts with all of the OHSU clinics taking orders and preparing them, answering questions about product availability, making sure billing information is correct and submitted in a timely fashion, and the list goes on and on. Pam also makes herself available at home in the evenings or weekends for those "unpredictable" drug requests and will always offer to help solve the problem on her own time. If I could hand out one golden rose award per day, Pam would get 2 to 3 per week with her tremendous efforts and sacrifices to make sure our providers have the necessary tools to provide the best patient care around. Even though she is not seen on the floors taking care of patients, she is a key ingredient to the success of our care. Thank you Pam!!



Award Recipient - February 2009