



Recognizing Outstanding Service Excellence

LISHIANA SHAFFER — ASSISTANT PROFESSOR, OBSTETRICS AND GYNECOLOGY

I was referred to Dr. Shaffer from a family friend, and even though her praise for Lishiana was immense I had still never met her before our first visit. From the moment Dr. Shaffer came into the room it was very apparent that she loved what she does for a living and wanted me and my family to know that she cared about us and our journey into welcoming our first child into the world. As the pregnancy progressed the care I received was always professional, but continually delivered with a hug or warm smile, and we always looked forward to them. Late in my pregnancy my baby went into the breach position, and we decided to have the version procedure done. The scheduled day for the version was not one of Dr. Shaffer's regularly scheduled days to be in the labor and delivery department, but she came in to perform the procedure with success and the whole time making me and my family feel at ease knowing that she was there. She made the procedure not seem so scary and we left the hospital feeling fortunate to have her there. On the day that I went into labor Dr. Shaffer was in labor and delivery and close to us the entire day, when it came time to push and for my baby to come into the world Lishiana was home with her children, but was hoping that she would be able to come back again on her off time to deliver my baby. The next morning Dr. Shaffer came to visit us in our room to make sure we were doing alright, and give my daughter a book with a personal message from her welcoming her into the world. Dr. Shaffer continually went above and beyond the entire time she cared for me, not once did I ever doubt that the care and advice she was giving was not in my best interest. She was always so comforting and understanding no matter the questions I or my family had. My last appointment with Dr. Shaffer is tomorrow and it truly makes me sad that we will not be seeing her on a regular basis any more, but I know that many other future moms will be in great hands, and I cannot wait till I can refer a friend to her. She made our experience at OHSU so positive and she is truly one of the bright moments of my pregnancy. *Submitted by patient*