

## Recognizing Outstanding Service Excellence



**Shiuh-Wen Luoh, MD, PhD**  
**Hematology/Oncology**

### **Julie Timberg from Pediatrics submitted the following nomination . . .**

I have been a nurse at OHSU for 26 years and except for the occasional cold always had great health. This last spring I got diagnosed with breast cancer. It was the first time I really got to know what it feels like to be a patient. Dr. Naik assigned me to a team of doctors and nurses who would care for me during the course of my breast cancer treatment. While I was going through the staging of the cancer and having various tests to make sure it had not spread, I learned that my Oncologist would be Dr. Luoh. It was terribly stressful time and I was very frightened that the cancer may have spread. During the staging process you have many test like bone scans and CAT scans to see if there is metastasis. During my CAT scan procedure I met this nice young nurse who asked me who my Oncologist would be. I told her that I had not met him yet but his name was Dr. Luoh. She stated that Dr. Luoh was a very special doctor. She used to work in the bone marrow transplant unit on weekends. She told me that he often called stating that one of his patients had been teary at an appointment during the week and he just wanted to stop by and console her. At that moment, I thought what a wonderful doctor he must be and how lucky I was to have him involved in my care. Compassion is not something you can teach in medical school. A truly great doctor must be knowledgeable and show his/her patients a great deal of compassion especially when the patient is faced with a potentially life threatening illness like breast cancer.

As I got to know Dr. Luoh during my chemotherapy treatment I was very impressed by how he listened to my concerns. I was very afraid of the drug Adriamycin because of the potential cardiac side effects. At first he stated that he thought that it might be necessary, then, he researched a new chemo protocol. Based on my fears of Adriamycin and the great results of this newer protocol he offered it to me. One of the difficulties with getting a diagnosis like cancer is the lack of control the individual experiences. You have no choice but to undergo a lot of very nasty treatments in order to be cured of the disease. Dr. Luoh gives me the feeling that I am a partner in the decision making. Even though many decisions are out of my control he tries to provide options when he can, and listens to my concerns. He is very thorough when going over the side effects of chemo therapy including anything dangerous to watch out for. I always feel that Dr. Luoh is watching out for my best interests.

It is so nice to meet someone who is so passionate about what he does. I brought many friends to chemo appointments to provide support and they all met Dr. Luoh. He took the time to answer questions they had, and he always shows much concern. We liked to kid him a little because he is so serious and it's fun to bring out his laugh and great sense of humor. Let's face it; humor can be the best medicine when dealing with something like cancer.

Because of Dr. Luoh's compassion, obvious dedication and his exceptional attention to detail I would like to nominate him for the Golden ROSE Award. He is a great asset to OHSU. Physicians like Dr. Luoh make OHSU a great place to get health care and I feel proud to work in an environment that cares about service excellence.



# Award Recipient - December 2008