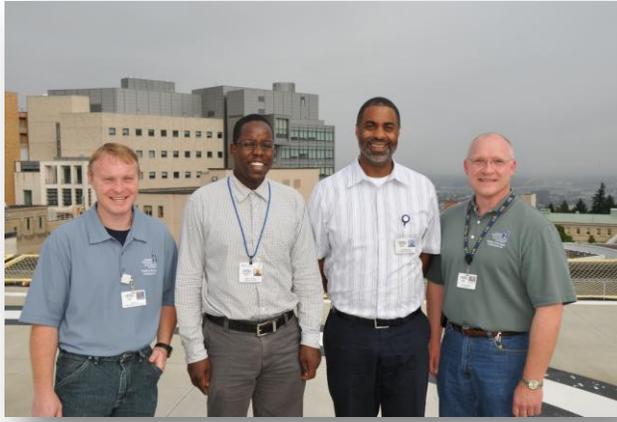


## Recognizing Outstanding Service Excellence



### **Chuck Pratt, Emmanuel Asinjo, Tony Russell, & Greg Morlock** *Facilities*

#### **Ben Richards submitted the following nomination...**

Recently, a fire alarm in Doernbecher (DCH) caused the evacuation of the Pediatric Intensive Care Unit. Staff did an excellent job of moving patients safely away from the smoky area. Investigation into the cause of the alarm led to the discovery of a wiring problem within an exit light. Facilities staff noted that this was similar to a problem found with another exit light, just weeks before, that caused DCH Surgery and other areas to lose electricity. Even though two individual incidents do not define a pattern, the experience and sensitivity for patient safety led the Facilities team to immediately dig deeper. A small team was directed to look at a large sample of all exit lights in the DCH building to see if there was a larger problem. Good thing, too, because there was. It seems that the way all DCH exit lights were installed, during original building construction years ago, created an unrealized safety hazard. Many of the lights showed signs of heat damage and fire risk. The noted Facilities team and workers from contractor, Dyna Electric, committed to doing a wholesale replacement of all exit lights in the building as soon as possible that turned out to be two days later and on a Saturday. Everyone on this team had already put in their 40 hours that week, but out of their commitment to the safety of patients, employees, and visitors of OHSU, they logged an additional 16 hours that Saturday. All signs were replaced. Many replaced exit signs showed the noted damage, and even the Portland Fire Bureau expressed appreciation for the team's efforts. The Facilities team deserves special recognition for their expertise, foresight, and dedication to safety.

**September 2010**

