

Recognizing Outstanding Service Excellence



Leslie Turner
Pharmacy

Neil Edillo from Pharmacy submitted the following nomination...

In the pharmacy informatics team, we are lucky to have a team member named Leslie Turner. Leslie started in her current position as a Computer User Support Analyst on the Pharmacy Informatics Team in 2007. Due to her previous role as a pharmacy technician, those skills lent themselves well to now being responsible for the information system that drives our outpatient pharmacy services. Since 2007, Leslie continued to work in this capacity and unofficially became our guru at working through any and all issues related to our outpatient pharmacy information system. Our end users and outpatient managers rely on her day to day because of her unique skill set. As her manager, every day I am amazed at the amount of work she is able to accomplish given all of the directions she is pulled in but there is a recent experience that she undertook that I want to recognize. This story requires a little bit of background in order to give the appropriate context so please bear with me. Sometime ago, Centers for Medicare and Medicaid Services (CMS) decided that they needed to update their prescription claims adjudication standard and that this change would take place January 1, 2012. This change from CMS directly impacted all of our outpatient pharmacies. The information system that we have in place was not able to accommodate the new claims adjudication standard (D.0) and therefore required a necessary change from the vendor to accommodate these new claims. Unfortunately, the vendor was unable to make the necessary changes and update the OHSU pharmacy information system until mid-December 2011 giving us about a 2 week window to make the accompanying modifications to make claims adjudication work in the D.0 standard by January 1, 2012. So that everyone has a sense of the enormity of this work, if we didn't do this, we would not be able to adjudicate any pharmacy claims come January 1, 2012. Not doing this would have had tremendous downstream financial implications at OHSU. The workload over that 2 weeks included searching for payer sheets from all the different third party payers and plans. (Payer sheets discuss the payer's specific requirements in the new D.0 standard.) Once those were researched and found, the work then turned to the information system in building brand new payers and plans (approximately 500 items) in our information system to work with the new D.0 standard and testing. Keep in mind, 2 weeks from mid-December goes right into the holiday season. Leslie had originally scheduled a vacation over the holiday period to spend time with her family but especially to take that time and spend it with her daughter Amanda who is away at college. Asking an employee to sacrifice time with family for performing job responsibilities is difficult for any manager to ask of their employees under any circumstances. Leslie understood what was at stake and before I even had the opportunity to ask her about it, she took it upon herself to cancel her vacation, forgoing that extra time with her daughter. To make a long story short, it's through Leslie's tireless work ethic and leadership that there was minimal impact to OHSU as a result of this required change from CMS. She was able to coordinate the work effort to get this done and had no complaints along the way. She understood what needed to get done. It's because of Leslie's leadership, work ethic, selflessness, sacrifice, (and of course because of the potential impact to the institution,) that I would like to recognize her. Regarding the "People" pillar of excellence, her actions, specifically in this one project (and always) demonstrate competence and inspiration. Regarding the "Service" pillar, she managed this extremely difficult situation with respect and courtesy. Regarding the "Finance" pillar, it's through her work on this project that she able to ensure there would be minimal financial impact to the pharmacy department and to the institution. I really do consider myself a lucky manager. It is an honor and a privilege to work with someone like Leslie every day.

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