

# Recognizing Outstanding Service Excellence



**Jennifer Watters**

*Trauma*

## **Reuben Gross from the Pacific Northwest Transplant Bank submitted the following nomination...**

On a challenging organ donation case, where the family's wishes were to have their loved one donate their organs through a process called donation after cardiac death, when all treatment options for recovery were exhausted, we at PNTB found ourselves at a loss for a physician to assist us with withdrawing life support in the operating room for organ donation to become a reality. A physician's assistance is essential for this process to be completed and without it, we would be unable to proceed. Going through the proper channels to find a physician to participate proved challenging and required the AOD to proceed finding a physician who would be willing to help when they were not on call. Dozens of calls were made to various physicians, departments, and services without any success. Dr. Watters was the only physician to return our call and was immediately accommodating to our needs to fulfill this family's wish for organ donation. It is individuals like Dr. Watters, who go above and beyond the call of duty that makes working for an institution like OHSU enjoyable and satisfying. These individuals show their true compassion, sense of teamwork, and dedication for the greater good of not only to OHSU as a facility, but to their fellow colleagues, patients, and their patient's families. It is truly an honor to work with individuals such as Dr. Watters. Thank you Dr. Watters, for going above and beyond the call of duty. We wouldn't have been able to make organ donation a reality without you and you are vital to Pacific Northwest Transplant Bank's mission "to save and enhance lives through organ donation".

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