

## Recognizing Outstanding Service Excellence



**Rebecca Woolbright, H.U.C., C.N.A.  
11C IRU**

### **Mary Spiering, from the Catheterization Lab, submitted the following nomination...**

Going for a procedure in a large institution such as OHSU can be very frightening and overwhelming, especially when you have to arrive at six in the morning after not eating all night. On the 11th floor where patients report prior to many procedures, there is someone who places our patients at ease quietly and efficiently. As a HUC, she greets our patients with a huge smile and immediately makes them feel comfortable. Her name is Becky and after being at OHSU for many years, has made a reputation for herself as one of the friendliest and most "wonderful persons to work with" as reported by admitting, lab, transportation, and many other departments thereby improving communication at all levels. Her characteristic song "Hey there, ho there, hi there, this is Becky in IRU" and the different glasses she wears to match her outfit makes you want to break out in a happy dance whenever you are around her. She completes her daily tasks with ease and deft as she finds beds for patients, pages physicians, coordinates the daily flow and keeps things running smoothly for our patients. Her caring nature is also demonstrated towards the staff. If a staff member is home ill Becky will call them just to see how they are doing. In addition, she has the ability to manage difficult situations with the utmost respect and courtesy. Even when the unit is extremely busy, you can find Becky smiling and willing to answer a question at any time of the day. In spite of competing demands, she makes you feel like you are the only one who matters and gives you the kind of attention you can only hope for from most people. Her positive attitude, excellent patient care, and a true dedication to OHSU exemplify what customer service is all about. There are very few people who have the combined qualities that Becky possess and we are extremely fortunate to have her in the IRU to daily greet our patients in the midst of many challenges and inspire the entire staff. She truly is a remarkable individual who provides the highest level of commitment daily and so deserves recognition for her efforts!



# Award Recipient - January 2010