

## Recognizing Outstanding Service Excellence



**Felicia Wallace**  
**Environmental Services**

### **5C Bone Marrow Transplant and 7C Adult Oncology night staff submitted the following nomination. . .**

When we think of excellent service at OHSU, we think of our very own housekeeper, Felicia Wallace. Besides the thorough and conscientious work she does as a housekeeper night after night, she goes above and beyond to encourage our patients and their families during the long journey they are on while they are here. Felicia knows nearly all of our patients by name and most family member names as well, helping them to feel important to all of us here. Felicia is attentive and considerate of patients' needs while coordinating which rooms need to be cleaned and when. She doesn't hesitate to respectfully communicate with the nurses and CNA's when a patient is in need of assistance. Her hard work is appreciated by all of us here on 7C Adult Oncology and 5C Bone Marrow Transplant unit. The unit wouldn't run the same without her.



# Award Recipient - January 2009