

Recognizing Outstanding Service Excellence



Greg Morlock
Facilities

Tony Russell from Facilities submitted the following nomination . . .

In mid-September, we had to convene the incident command center due to a concern involving a patient's belongings that were stored in the 9th floor safe. Although the patient was admitted to Kohler Pavilion, there was exposure to many other surrounding including patient access services, concierge services and OHSU hospital lobby on the 9th floor. Due to the large population that could have been affected by this issue, it was imperative that immediate action be taken to ensure that the risk was minimized and potential exposure eradicated.

As a precautionary measure, the ninth floor admitting, patient services, concierge services and patient waiting areas were closed. This caused a number of employees and functions from these areas to be displaced in order to thoroughly clean and protect the surrounding environment. One employee in particular worked tirelessly through the weekend to make sure that services were restored in a seamless manner.

Greg Morlock is a facilities project coordinator who joined OHSU ten years ago and was recently promoted into his current position. When Greg assumed his new responsibilities approximately one year ago, it was estimated that he would be spending less than three hours per week taking proactive measures for pest control at OHSU. However, when Greg's expertise was needed to help resolve the issue, he quickly stepped up and assumed leadership for the project. Greg worked tirelessly with vendors, affected departments, the incident command personnel and hospital administration to provide information and updates on project status and coordinated efforts to restore the hospital to its normal operating activities. When the challenge was presented to Gregg, his ability to communicate effectively and follow-through in a timely fashion was superior. Gregg's dedication to OHSU should not go unrecognized. He worked 26 straight hours to ensure our patients, visitors and staff were provided a safe environment and unaffected by this issue. All the while, Greg remained calm and collected and was able to focus on the task at hand. This is why we feel Greg is most deserving of the Golden ROSE award!



Award Recipient - October 2008