

Recognizing Outstanding Service Excellence



Kirsten Holt
registered nurse, GI Lab

Lisa Newman from the GI Procedure Unit submitted the following nomination...

Recently, in a Service Excellence team building exercise, Kris was described by her peers as “Best Nurse, great attitude, cheerful, caring, lovable, and fun”. She works as a charge nurse in our unit both at CHH and at MPV. She works particularly hard in our MPV unit shuffling the schedule to help the physicians and anesthesiologists fit in urgent patients that need to be worked in throughout the day, as she is working in the unit as a sedation nurse at the same time. At CHH she works as a charge nurse, staff nurse and motility nurse doing specialized cases. She also has been incredibly flexible with picking up extra shifts to ensure that we have adequate staffing during times of vacations and sick calls. She is exceptional with her patients, putting herself in their shoes and wanting to go the extra mile to help them with their unique needs. I often hear her saying “I wish I’d had more time with that patient. They really had an amazing story to tell.” What Kirsten doesn’t realize is that those patients leave our GI procedure unit with another amazing story to tell. For example: “I went in for what I expected to be a horrible procedure (a colonoscopy). What I encountered when I got there was the most kind, caring, competent, and charming person who happened to be my nurse. She set my mind at ease, telling me that the doctor doing my procedure was the President of the Society for Gastroenterologists and that if she needed a procedure she’d have him work on her loved ones. She made my stay way more pleasant than I was expecting. I’d go back to OHSU anytime I need a procedure done.” Stories like this may not get told if not for the personal care that Kris Holt gives to each of her patients on a daily basis.

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