

Recognizing Outstanding Service Excellence



Jay Jeppesen
Healthcare Operations Support

Linda Adams from Service Excellence submitted the following nomination...

I have had the opportunity to work with Jay in several different capacities here at OHSU. Most recently he was part of our Concierge Service family until transferring to Healthcare Support Services. Although he is no longer in our department I have contacted him on numerous occasions when I have a question knowing Jay will know the answer. One example when he went above and beyond was when we had a patient who traveled out-of-town for their appointment only to arrive and not know where their appointment was. The information in EPIC was incorrect. I contacted Jay who was able to find the correct appointment location. In doing so he saw the need to create a new template for scheduling the Westside sites. This is just one example of how Jay excels in customer service each and every time whether he is busy or not. He is always has a kind word and a smile for anyone he meets. He goes about his work over and beyond the expectations consistently and quietly. Kudos to you Jay! I think it is it is time you got recognized.

May 2012

