

Recognizing Outstanding Service Excellence



Dawn Lerum
Food and Nutrition

A patient submitted the following nomination...

I would like to tell you a story and how it relates to one of your employees. I was to have my gall bladder taken out at a hospital in Vancouver but their surgeon ran a CT scan on me before surgery. After seeing his face, after seeing my scan, he dropped out of the surgery without really explaining why. He said he was going to send me to an expert that could handle it. That was about 11am. I was then transferred to OHSU ICU. Now that is pretty scary all by itself and if you are completely by yourself, well you can double the stress. I had not eaten for about three days knowing surgery was coming. At 7:30 that evening the doctors came in and told me that I had stage 4, inoperable cancer. They sure rocked my world that night. I shall never forget it! After such bad news they gave me the okay to eat. My order went out immediately to the kitchen. I was then transferred out of ICU and into another room where they could keep me more comfortable. I don't know how I got so lucky, maybe divine intervention, but after that devastating news walked in an angel. She stopped and asked if I was the one receiving the food. She then noticed I was crying. The kindness and compassion that came out of that young woman was directed straight at me. She was so concerned and tried everything she could to make me feel more at ease. And it worked! She asked if there was anything else she could get for me to feel better? She made me a creamsicle smoothie. She couldn't have picked out a better comfort food for me even if she had known me for 10 years. Every single person I have met here has been exceptional in their own right but my new found friend is head and shoulders above the rest. I know it is not in her job description to be as wonderful as she has been to me, but she has!

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