

# Recognizing Outstanding Service Excellence

Photo to come

## **Sue Pastor**

*Family Medicine at South Waterfront*

### **Melissa Berg submitted the following nomination...**

I have worked with Sue for almost 4 years now and every single day that I see her, she is in an energetic and happy mood with a big smile on her face. Sue remains calm in our extremely busy clinic where we care for, on average, between 170-250 patients a day. Our department sections it's physicians into teams. Sue is on the Columbia team. She handles all the nurse triage calls and numerous other duties for the nine doctors on her team. However, if one of the other RN's is not available or I have an urgent question, Sue is always ready and willing to help out. When things get stressful, Sue is easily able to laugh at herself and/or make us laugh as well. Sue is always excited to see the patients that come into the office. Whenever I'm checking out a patient that has just finished seeing Sue they always tell me how they just love her. There is even a patient who likes to bring Sue food and a special sauce he makes (apparently he gave Sue the recipe but won't share it with me)! Sue is seemingly never tired and when she says "I'm with a patient but I'll get right back to you," She always does - and fast! Sue also holds an annual Christmas get together for the clinic at her home, which I have not been able to attend yet but I hear it is extremely fun. I think that is a great team-building event she puts together. I think everyone in the clinic shares the same gratitude I have for Sue. And it is because Sue is always positive and always treats her coworkers and patients with respect, is why I feel Sue deserves a Golden ROSE Award.

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