

Recognizing Outstanding Service Excellence



L to R: Sharp, Briggs, Gray-Madison, Wilkins, Ferreira, Dean
Missing: Montgomery

Ron Briggs, Patricia Ferreira, Susan Gray-Madison, Chinetta Montgomery, Debbie Sharp, and Michelle Wilkins *Physician Consult and Referral Services*

Kathy Dean from Healthcare Marketing submitted the following nomination...

In a non-descript building off Marquam Hill sit five people who are a lifeline to the thousands of physicians throughout the region who refer to OHSU. The referral specialists of the Physician Consult and Referral Service include Ron Briggs, Patricia Ferreira, Debbie Sharp, Michelle Wilkins and Chinetta Montgomery. Under the management of Susan Gray-Madison, RN, PNP, - who splits her time in this role and in doing outreach for Doernbecher, this small group has managed to increase productivity, take on new tasks and maintain customer satisfaction. Since 2008, the PCRS has decreased staff from 6.5 to 4.5 while simultaneously increasing the number of calls they handle from 28,000 a year to more than 36,000 a year. During that same time, they expanded their services to outside providers. While continuing to be the main number for consults with OHSU specialists, the PCRS staff now also serves as the one-call centralized referral line for Doernbecher, the Knight and other departments, and serves as the help desk for OHSU Connect, which is the Epic referring provider portal. They respond to patient inquiries that come in from OHSU.edu and OHSUhealth.com, and take all registration calls for Ask The Health Expert lecture events. And they've managed to do all that and still be named by referring providers as the service they are most happy with because of their superior, personalized customer service. For a small department, they do so much ... and so much of the time it is unseen and unsung. For that reason, I recommend the Physician Consult and Referral Service for a Golden ROSE team award.

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