



# Recognizing Outstanding Service Excellence

## **NATHAN SMITH — IT SYSTEM ANALYST/ENGINEER, ITG ENTERPRISE CARE**

Nathan was contacted by Dana Zive regarding someone in Tualatin Valley Fire & Rescue interested in streaming video of a high school graduation to a patient in Trauma ICU. Nathan contacted Peter Scott and initiated a conversation with TVFR to assess their needs. He found out that one of our patients in Trauma ICU had a daughter graduating from high school and they wanted to video tape and stream it live to the ICU patient's room as a surprise. Nathan was going on vacation and informed me of the situation and I assigned another tech the duty of making sure that our network did not have restrictions for UStream and find an adequate device to stream the graduation on. We got a CIM with a big enough screen, worked with TVF&R to test, we secretly checked the network jack in the patient room to make sure it would work. When Nathan got back, he volunteered to come in on Saturday, graduation day, on his day off to set up the CIM right before graduation and surprise our patient with a live stream of her daughter's graduation. Everything went perfectly and our patient was able to watch her daughter graduate live from her ICU room. Nathan needs to be recognized for not going above and beyond but for having compassion and care to spend his own time to make life in ICU a little more pleasant. I love having Nathan on my team and feel inspired by his dedication.

*Submitted by Amar Khouma, ITG Information Group*

**GOLDEN ROSE AWARD RECIPIENT**

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