

Recognizing Outstanding Service Excellence



Troy Lubianski

Oregon Clinical & Translational Research Institute

Sue Peterson from the Oregon Clinical & Translational Research Institute submitted the following quality category nomination . . .

One of my RN's Mary Ann Hagerty was doing our routine AED check in our outpatient clinic at CHH (we are the Clinical & Translational Research Center, part of OCTRI). She found a discrepancy on the Peds AED pads; it appeared they were the incorrect pad. I gave her a few names of people to start with to ask questions. Either people did not respond or they did not understand what the problem was. She asked another one of our full time Peds RN's Troy Lubianski to help her follow up on this. Troy sent no less than around 11 emails, (I'm not sure how many phone calls) brought in his camera to photograph the pads and AED, involved several managers within the hospital and had to keep at it until he knew it was resolved. The ending is that the vendor had supplied OHSU with the wrong pads. Andy Black from Purchasing-Logistics also became involved. I've copied his email to me when I was asking about the magnitude of this catch. His words are very kind and just give me goose bumps.

I will nominate Troy for the Golden ROSE award.

Sue Petterson

Andy Black's email from Purchasing - Logistics:

No sweat-you can thank them for me! The issue that was brought to light affected AEDs in approximately 20 ambulatory areas- most of the clinics who utilize them here on the main campus. Although these defibrillators are used very rarely, if they had been utilized on a pediatric patient during this time, your employees' actions could have potentially saved a child's life, or at least, greatly increased their chances for survival.

Thanks,

Andy



Award Recipient - August 2008