

Lorenz passionate about work

HEALTH SERVICES
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and raised \$1 million to keep the hospital afloat and begin a transformative remodeling process. The community anteed up another \$1 million before the building and program renovations were complete.

He evaluated services and made operational changes to “make things work better and provide great service. I wanted to make sure we were wowing people,” he said.

The hospital became more efficient. The needs of both staff and patients improved. “If I meet staff needs,” he said, “then they meet patient needs.”

In a nutshell, his philosophy is, “I work for them. I like to be able to tell patients, ‘Yes, we can do that.’”

On an administrative level, efficiencies followed a number of actions, including taking back operation of the pharmacy, negotiating better reimbursements from insurance companies, opening clinics in areas beyond the hospital’s usual patient base and improving the facility’s “flow and processes.”

On a patient-centered level, the hospital did things like sending dinner home with mothers who had just given birth at the hospital.

The rejuvenated hospital began building a reputation as a place with a family atmosphere.

The process took time. In 1990, when he arrived, 14 physicians

worked in the hospital. None of them were specialists and none were female. In-patient rooms were four- and five-bed wards with common bathrooms in the hall. Many halls led to dead ends. The local fire marshal frequently reported the need for safety improvements.

At that time, hospital births were about 40 a month, emergency visits were 60 to 80, and surgeries were in the low 30s.

Five years later, after the first phase of an extensive remodel, all the patient rooms held two at most “and we tried hard to keep them private as much as possible,” Lorenz said. Bath facilities were brought into rooms. A new patient care section emerged with a central nursing center.

By 1998, the second phase had turned the old patient areas into management offices and surgery suites. The remodel, along with satellite facilities that brought in patients from the surrounding area, resulted in a hospital doing 160 births a month, 2,000 emergency visits and 200 surgeries.

“We were hopping,” Lorenz said. By then, half of the 80 medical providers were women.

Throughout his career, Lorenz has been passionate about his work. While still in high school, he started with a summer work/study volunteer job transporting patients to the local hospital in his hometown of Wallingford, Pa., on the outskirts of Philadelphia.

A friend’s father who was a physician asked him if he would like to learn to draw blood.

“I got pretty proficient at it,” he said. “I was really interested in science, and they taught me to operate the machine that analyzes blood.”

At that time, he wanted to be a physician, but later learned that he had a better instinct for administrative and management work, and he turned his education in that direction.

Throughout his career, starting all the way back in high school, Lorenz has made every effort to broaden his knowledge, taking on new working experiences and staying until he learned everything about the job, and much about the jobs he supervised.

While at Tuality Community, he

took on staff responsibility as director of Administrative Services, and at the same time he was picking up line management experience as manager of two immediate care centers. For a couple of years, he added to those a position as director of Home Health Services.

There is one exception, however, to this record of success. Though he plays golf every week, he said, “I can’t seem to put two good nines together.”

Lorenz lives in northeast Salem with his wife and two daughters. The couple’s oldest child, a son, has opened his own business in Beaverton.

He succeeds Mark Johnston, the Tribe’s general manager, in the position. ■

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Our Connection with the Land

The Land and Culture Department is running a series of short questionnaires. We would like your input regarding your and your family’s cultural ties to regions throughout the Tribe’s ceded lands and ancestral territories. Please know your responses will be kept confidential and, if you choose, anonymous.



Willamette Valley

This month we are asking about Grand Ronde’s connection to the Willamette Valley. Please provide any information you have about our past and present connections to the area, including places and activities on the land and in the rivers.

Ethnographics

Do live in the area depicted on the map? _____ Did your ancestors live there? _____
Do you or did your ancestors travel there? _____ Did you know any stories/myths about this region? _____

Hunting

Do you hunt in the area depicted on the map? _____ What do you hunt? _____
Who taught you to hunt? _____ Did they teach you where to hunt? _____
Whom have you taught, if anyone, to hunt? _____ Did you teach them where to hunt? _____

Fishing

Do you fish in the area depicted on the map? _____ What do you fish? _____
Who taught you to fish? _____ Did they teach you where to fish? _____
Whom have you taught, if anyone, to fish? _____ Did you teach them where to fish? _____

Gathering

Do you gather in the area depicted on the map? _____ What do you gather? _____
Who taught you to gather? _____ Did they teach you where to gather? _____
Whom have you taught, if anyone, to gather? _____ Did you teach them where to gather? _____

Other Activities

Are there other activities you do in the area depicted on the map? _____
What are the activities? _____ Who taught you? _____
Who have you taught? _____

If you are comfortable sharing the information please mark the general area of your activities on the map (x=hunting, o=fishing, []=gathering and ///=other activities).

Please include your information below if we may contact you.
Name: _____ Phone: _____ Email: _____

Please return completed forms to: Land and Culture Department, Chachalu, 8720 Grand Ronde Road, Grand Ronde, Oregon 97347.

You may also add information directly to our electronic map by visiting <http://bit.ly/1gJ88iL>

If you have any questions, you may contact:
Eirik Thorsgard, Tribal Historic Preservation Officer at THPO@grandronde.org or 503-879-1630.